

BUTANE-PROPANE NEWS

MAY 2026

BPN

Fuel Gas Detectors' Impact on
Odor Fade Litigation

The Missing Link for
Cathodic Protection Inspections

PROPANE POWERS COLLABORATION

Across Industry Lines

How electric microgrids create
opportunity for partnership &
mutual benefit with propane

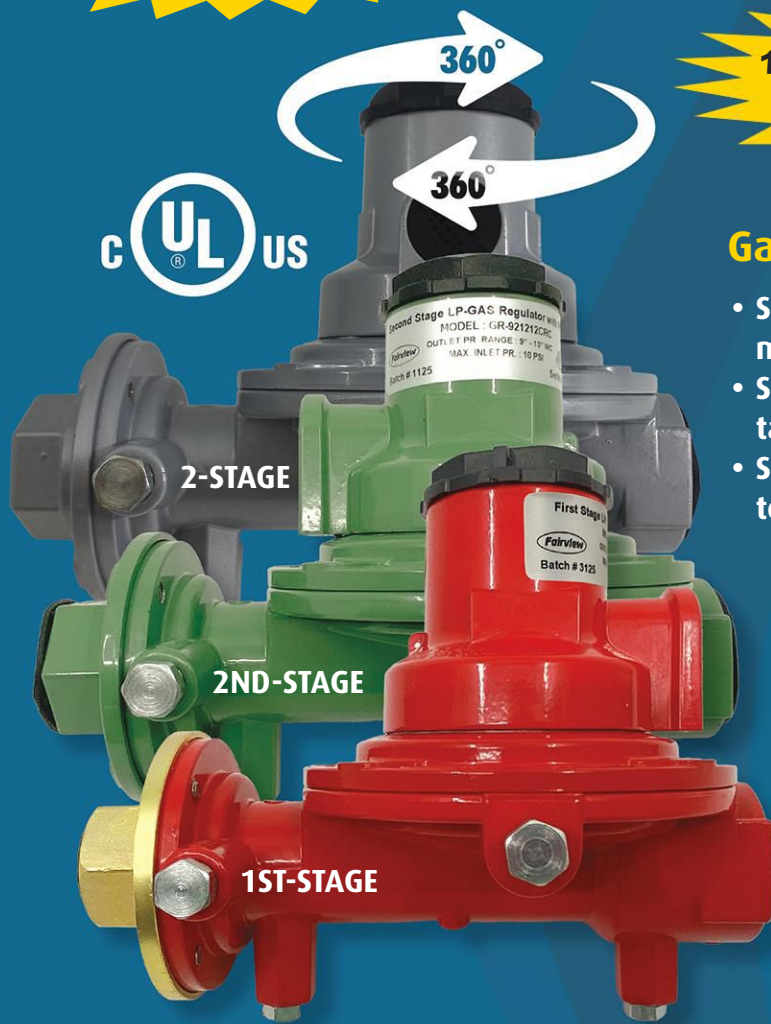
+FEATURE:
Software &
Technology

Introducing the New Game-Changing **GAS~FLO® 360° Domestic Regulators**

**PATENT PENDING
360° ROTATABLE VENT
WITH STOP & LOCK**



**1 REGULATOR REPLACES UP
TO 4 IN YOUR INVENTORY**



6.50" Approximate length

Game Changing Design Features:

- Simple. The Gas~Flo 360 replaces multiple LP-Gas regulators.
- Safe. Lockable orientation prevents tampering.
- Smart. Bonnet rotates a full 360° to allow for ANY vent orientation.

Better Designed:

- A redesigned diaphragm that delivers higher BTU's, even at lower temperatures.
- Superior cold weather performance that out flows the competition*.
- Enhanced inlet filter and new ergonomic pressure adjustment movement.
- 10-Year Warranty.

*Gas~Flo 360 outperformed three competitor models during in-house, extreme cold testing.



**Ask about our complete line of
pigtails and accessories.**



Simple | Safe | Smart®

www.fairviewfittings.com



Optimize drops, eliminate run-outs, and manage all your assets in one place.



Offer your clients peace of mind with live tank-level readings from the palm of their hand.



go.otodata.com +1 (844) 763-3344 info@otodata.com

OTODATA[®]

01001111
01010101
01001111
01000101
01000001
01010101
01000001

OD

01001111
01010101
01001111
01000101
01000001
01010101
01000001



Dear Readers,
I recently watched a movie called “The Gorge” on Apple TV+, starring Anya Taylor-Joy and Miles Teller. It came out in 2025, so I was a tad behind on watching it. I’m sure the public has long moved on by now, but there was one part that stuck out to me that I’m sure didn’t get much airtime in the internet discourse.

The premise of the movie is that two people (usually soldiers or sharpshooters from different countries) are tasked with guarding each side of a long and deep gorge in the earth for the duration of one year before they’re replaced with the next two guards. What are they guarding in the gorge? Well, that’s a spoiler if you’re behind on your movie watching like me. But I’m sure you can guess that at some point, the two main characters inevitably go down into the gorge and meet some trouble.

In one scene where they’ve found an old, abandoned laboratory in the gorge wall, they come across a generator with some propane cans sitting nearby. Anya Taylor-Joy’s character says, “It’s a backup generator. Propane remains stable indefinitely.”

And just like that, a free advertisement for propane was born. Well, maybe not that dramatic, but I thought it was interesting to see that fact presented in an action movie. There may be millions of people out there who didn’t know about propane’s indefinite shelf life, and now they do thanks to a movie they watched on a whim on a random Tuesday night. (There’s a scene later where they use propane to cause an ignition, and the science of it being in liquid form may be suspect, so still take this movie with a grain of salt.)

Why am I talking about this in my letter this month? Well, I thought it an interesting segue into our Across Industry Lines special section. This is our second year running this topic, which highlights how propane can cross the divide between other types of energy production to work together for the good of consumers and the environment.

This year, Capstone Green Energy provided a case study on a hybrid microgrid in the U.S. Virgin Islands. An affordable housing development in St. Thomas was built to operate entirely off-grid. As shared in the article, “An 18,000-gallon propane storage tank on-site provides eight to 10 weeks of fuel autonomy before requiring a refill, a critical factor for island locations where supply logistics can be disrupted by weather.” (See page 34 for more.)

As the article demonstrates, backup power generation is a key market the industry should continue to explore. Though we can understand why electricity may look great on paper, what we’ve seen is that our existing grids can’t always handle the type of energy demand we see in this country. Propane is the perfect partner fuel to keep grids running on low-emissions and high efficiency. And as both this article and Anya Taylor-Joy point out, it’s there for the long haul as a fuel that doesn’t degrade over time, providing stability for locations with seasonal energy demand.

What a great endorsement for propane. It gives me hope that the fight for energy dominance will feel more like a partnership as time goes on.

Until next time,

Jessica G. Phillips

JESSICA GRAHAM PHILLIPS
Editor-in-Chief



STAFF

Editor-in-Chief

Jessica Graham Phillips
jphillips@cahabamedia.com
205-961-3389

Managing Editor

Johnny Nickel
jnickel@cahabamedia.com
205-273-3152

Managing Editor

Christina Miller
cmiller@cahabamedia.com
207-413-2486

Art Director

Melanie Magee
mmagee@cahabamedia.com

Senior Account Executive

Landen Franklin
lfranklin@cahabamedia.com
205-278-2875

Client Services Coordinator

Holly Strickland
hstrickland@cahabamedia.com

Digital Production Designers

Matt Hodges
Greg Ragsdale

PUBLISHER

Matthew G. Conroy President & CEO
Matt Lyons Chairman
Brandon Whittemore VP of Finance
Elizabeth Manning Director of Content
Laurie Tisdale Director of Operations
Stacy Marshall Director of Sales

Newsletter editorial communications and subscriptions for BPN Pricing & Supply should be directed to
P.O. Box 530067, Birmingham, AL 35253.
Phone: 205-212-9402

For circulation and customer service questions, please email bpnews@omeda.com.

AFFILIATION



SUBSCRIPTION PRICES

U.S. – one year, \$34, two years, \$50. Canada – one year, \$43, two years, \$65. All other countries – one year \$70, two years \$108. Air mail \$50 per year extra. Single copy price within the U.S., Possessions, and Canada, \$10.

ID STATEMENT



Butane-Propane News [ISSN 0007-7259], is published monthly by Cahaba Media Group, PO Box 530067 Birmingham, AL 35223

Periodicals postage paid at Birmingham, AL and additional mailing offices [USPS 457-950] For Customer Service, email bpnews@omeda.com.

POSTMASTER: Please send address changes to BPN, PO Box 271, Lincolnshire, IL 60069-9835.

VOLUME 58 ISSUE 5



Tanks You Know People You Trust

It was a pleasure connecting with you during Expo and Convention. We deeply value your support and friendship, and we look forward to strengthening our trusted partnership in the years ahead.



WWW.LPCYLINDER.COM
570-685-7924

WWW.PROPANETANK.COM
800-345-2495





Feature Series: SOFTWARE & TECHNOLOGY

26 The Decisions Behind the Systems: How to Choose the Right Software & Hardware

Learn how propane businesses can evaluate software & hardware options to improve efficiency, support growth & make smarter long-term tech decisions

30 Turning Operational Data Into Profits

Why propane marketers should use business intelligence to drive smarter decisions

Special Section: ACROSS INDUSTRY LINES

34 Propane-Powered Microgrids: Propane's Expanding Role in Distributed Energy

Backup power generation is a key market to demonstrate propane's reliability & how it can grow in the clean energy field



On the Cover

Propane provides backup power generation for a microgrid. *Note: This image used AI to add a skyline and more land in the foreground. No other elements were altered.* [Original image courtesy of Capstone Green Energy.]

6 Marketplace

10 News & Events

12 The Fueling Station

14 Verbatim

What's a moment in your career that changed how you see your work? — part 1

18 Propane & the Law

Odor fade litigation: Impact of the fuel gas detector — part 3

22 Operations

Managing good problems that come with company growth

38 Public Policy

Tariff whiplash & trade flow volatility: what shippers should expect next

40 Event Coverage

NYPGA Spring Conference focuses on dropping temps & rising political issues

46 Management

Propane is personal: Community creates meaningful workforce engagement

50 Strategy

The missing link for cathodic protection inspections

54 Safety

NFPA 58 rules for food trucks that you need to know

55 Advertiser Index

60 Industry Insider



Built on Strength & American Standards.



Built the American Way

Founded in 1990, American Standard Manufacturing set out to build cylinder exchange displays that worked harder, lasted longer, and raised the bar for the entire industry. That commitment to durability, innovation, and integrity has made ASM the benchmark for cylinder storage and handling equipment.

From exchange cabinets to forklift and high-pressure cylinder storage, every solution is built with uncompromising quality, quick turnaround, and personal service — because the standard should never slip.

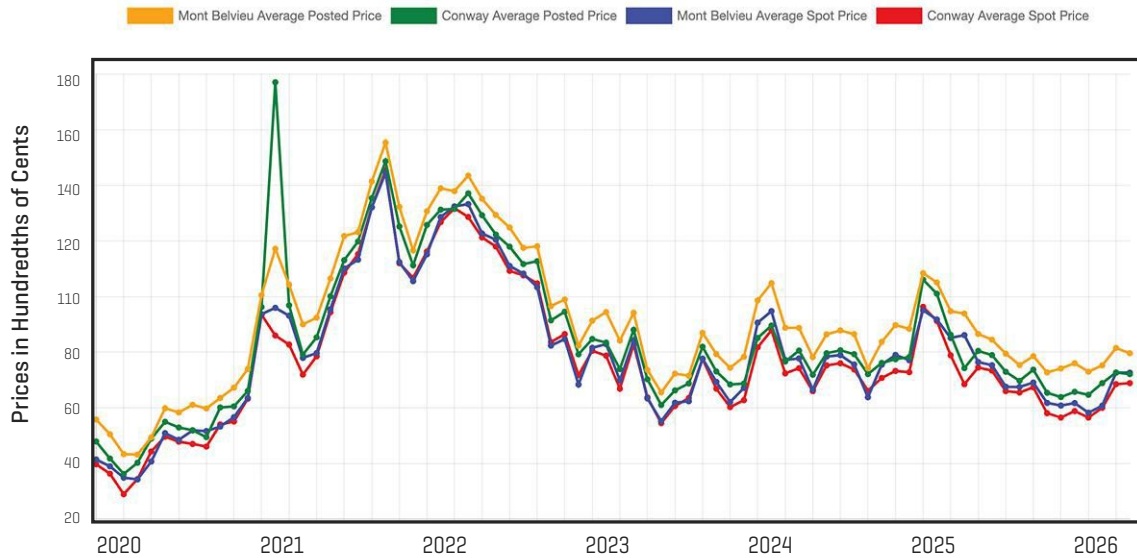
Celebrate America's 250th Birthday with ASM at the Western Propane Trade Show & Convention, May 11-15, 2026!

☎ 800.488.8816

🌐 amrstd.com



MONT BELVIEU & CONWAY AVERAGE THURSDAY PROPANE PRICES



at a glance During the latest mid-month period,* prices at Mont Belvieu, Texas, were mixed. The posted prices decreased 1.875 cents/gal, from March mid-month to April mid-month, and spot prices increased 0.75 cents. Conway, Kansas, postings decreased 0.565 cents/gal and spots increased 0.5 cents over the month.

Editor's Note: This was the latest data available at the time of publication. BPN's official April mid-month report can be found at bpnews.com/news with data from April 16.

MID-WEEK AVERAGE POSTED/SPOT PROPANE PRICES (Cents per Gallon)

	03/12/26	03/19/26	03/26/26	04/02/26	04/09/26
Mont Belvieu					
posted	81.500	86.500	91.875	84.000	79.625
spot	71.500 – 73.750	75.750 – 78.000	83.375 – 83.875	72.875 – 74.250	72.250 – 73.000
Conway					
posted	72.685	77.035	82.745	75.025	72.120
spot	68.000 – 69.000	72.500 – 73.500	78.625 – 79.000	68.000 – 69.750	68.500 – 69.250

at a glance Canada's primary underground propane inventories decreased by 48.5% in March, according to the Canada Energy Regulator [CER]. The total represented a month-to-month decrease of 418.5 Mcm. Compared to a year earlier, stocks were higher, with 36.9 Mcm, or 9.1%, more product on hand.

[Editor's Note: Due to BPN's publishing schedule, March inventory data is the latest available from the CER.]

CANADIAN INVENTORIES (Thousand Cubic Meters)

PROPANE	Mar 2026	Feb 2026	Change	Mar 2025
Propane-East	98.9	284.0	-65.2%	125.4
Propane-West	345.0	578.4	-40.4%	281.6
Total Propane	443.9	862.4	-48.5%	407.0
BUTANE				
Butane-East	121.7	185.5	-34.4%	187.4
Butane-West	455.6	436.6	4.4%	221.9
Total Butane	577.3	622.0	-7.2%	409.3

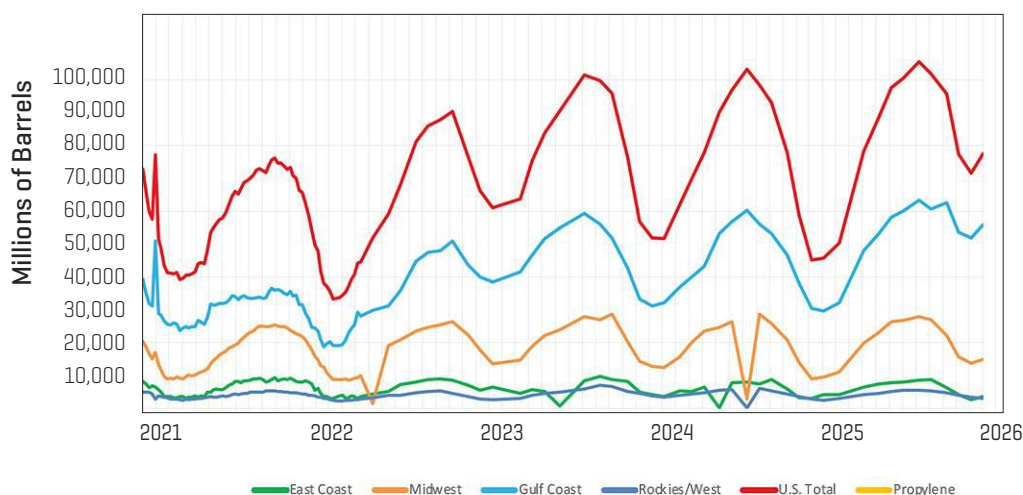
Source: Canada Energy Regulator

CARGAS[®]

Fuel Delivery & HVAC Service Software
CargasEnergy.com



U.S. PROPANE INVENTORIES



at a glance

United States propane stocks experienced a 5.921 MMbbl increase from March to April.

East Coast stocks increased 917,000 bbl, the Midwest increased 1.194 MMbbl, the Gulf Coast increased 4.175 MMbbl, and the Rocky Mountain/West Coast decreased 365,000 bbl. Compared to the same time in April 2025, the April 2026 stocks were 31.945 MMbbl higher.

U.S. PROPANE INVENTORIES

March 6 – April 3, 2026, and One Year Ago [Thousand Barrels]

	03/06/26	03/13/26	03/20/26	03/27/26	04/03/26	04/4/25
East Coast	2.682	2.879	2.950	3.220	3.599	4.109
Midwest	13.752	14.011	14.521	14.578	14.946	9.581
Gulf Coast	51.775	52.410	52.396	56.034	55.950	29.555
Rocky Mtn & West Coast	3.466	3.185	3.097	3.194	3.101	2.405
U.S.	71.675	72.485	72.963	77.026	77.596	45.651

Find out more:

For commentary on mid-month prices and Canadian inventories, visit bpnews.com/news.

Editor's Note: From April to the beginning of October, the Energy Information Administration does not report residential prices for propane. Publication of this data will resume with the November 2026 issue.



Your Tank Procurement Partner

Dependable tanks and service that drive repeat business.

5 Year UG Warranty



7 Year AG Warranty



Choose Your Dome



NEW
AG/UG
Dome

"I've never had a tank company that gave me the service and dedication Metsa has and I've been buying from them for 10 years."

Larry Hearn, Owner, Yellow Rose Propane

Let's Talk Tanks.
Scan to explore the
new AG/UG Dome



✉ sales@metsa.com

☎ +1 (800) 609-TANK

🌐 metsa.com

GRAY, GRAY & GRAY LLP LAUNCHES 2026 ENERGY & PROPANE INDUSTRY SURVEY

Gray, Gray & Gray LLP, a business consulting and accounting firm serving the heating oil and propane industry, has launched its 35th annual Energy & Propane Industry Survey, now open to energy marketers nationwide. The survey must be completed by June 10. Results are expected to be released in September. The annual survey provides widely recognized benchmarking data on operational, management and financial performance — helping energy and propane companies compare results, identify trends and plan strategically. This year's survey is supported by respected industry organizations, which will help expand benchmarking capabilities to assist with long-term planning. Eligible individuals who complete the 2026 Gray, Gray & Gray Energy & Propane Industry Survey in full will receive a \$10 coffee gift card as a thank you. Participants may also opt to enter a random drawing for one of two airline gift certificates valued at \$1,000 and \$500.

BLOSSMAN GAS ACQUIRES R.D. WHITE & SONS

Cetane Associates announced that Blossman Gas Inc. of Ocean Springs, Mississippi, acquired R.D. White & Sons Inc. of Shallotte, North Carolina. The transaction closed on March 31. R.D. White & Sons formally entered the fuel business in the 1920s under Rufus "Rupe" White and later expanded into propane in the 1960s, building the foundation for today's operations. R.D. White & Sons is now in its fifth generation of family leadership. "This was not a decision we took lightly, given the responsibility of carrying forward a business that has been in our family for five generations," said R.D. White & Sons Owner Robby White Sr. "It was important to us to find someone who would respect and continue that legacy. Blossman Gas is an excellent fit to carry that forward for our employees and customers. We're also sincerely grateful to ... the Cetane team for their guidance and professionalism throughout the

process." Blossman Gas is the largest privately held propane marketer in the United States, serving customers across 19 states throughout the Southeast and Mid-Atlantic. Cetane served as the sole arranger to R.D. White & Sons.

DOJ CHALLENGES A NEW JERSEY GAS BAN

The U.S. Department of Justice (DOJ) has filed a lawsuit in which the DOJ challenges a New Jersey gas ban, targeting a township ordinance restricting the use of natural gas, propane and fuel oil in certain new construction and citing concerns over federal preemption and consumer access to energy options. According to the DOJ, the ordinance conflicts with the federal Energy Policy and Conservation Act, which establishes national standards for energy use in appliances and limits the ability of state and local governments to regulate those products. The department argues that the law preempts local policies that effectively prohibit certain types of energy infrastructure or appliances. Assistant Attorney General Brett Shumate said the case reflects the department's position on maintaining consistency in federal energy policy and protecting consumer choice. "Congress preempted local efforts to outlaw gas stoves and other appliances Americans count on and prefer. This case is about upholding that choice," Shumate said. Principal Deputy Assistant Attorney General Adam Gustafson added that the DOJ will continue to challenge policies that it believes exceed local authority. "Where the federal government has exclusive authority to regulate appliances and infrastructure, we will fight state and local overreach," Gustafson said. The National Propane Gas Association said in its coverage of the case that the DOJ's action underscores ongoing concerns within the propane industry about maintaining access to multiple energy options.

SUPERIOR FUEL COMPANY ACQUIRES HAYWARD PROPANE

Superior Fuel Company acquired Hayward Propane, a propane provider

serving Hayward, Wisconsin, and the surrounding communities in northwest Wisconsin. Founded and operated by Todd Siddons and Jenni Strama, Hayward Propane has built a strong reputation for reliable service, customer care and deep community ties. Superior Fuel Company has vowed to continue that legacy while bringing additional resources and long-term growth opportunities to the region. As part of the transition, Todd Siddons will remain with Superior Fuel Company and will play an active role in continuing to serve customers and expanding operations in the Hayward market. With this acquisition, Superior Fuel Company now operates 25 bulk plants and seven regional offices throughout Minnesota and Wisconsin, underscoring its commitment to delivering dependable, local service backed by regional scale. The company stated customers of Hayward Propane can expect a seamless transition with no interruption in service.

2026 NATIONAL FORKLIFT SAFETY DAY SET TO BE IN-PERSON & VIRTUAL EVENT

Industrial Truck Association's 13th annual National Forklift Safety Day will take place on Tuesday, June 9, at 9 a.m. EDT at the National Press Club in Washington, D.C. The event will be in person, with a virtual attendance option. The event serves as an opportunity for forklift manufacturers to highlight the safe use of forklifts, the value of operator training and the need for daily equipment checks. Open to all, National Forklift Safety Day 2026 will continue the successful format established in previous years, featuring presentations from government representatives, safety experts and industry leaders. This consistent approach ensures a valuable forum for sharing insights, reinforcing best practices and advancing a collective commitment to forklift safety. National Forklift Safety Day in-person and virtual registration is available on ITA's website. For more information on the Industrial Truck Association, contact Susannah Kratt at susannah.kratt@indtrk.org or 202-296-9880. 📌

Industry Calendar

May 15 Western Propane Convention
westernpga.org
Portland, OR

May 15 Nevada PGA Board Meeting
nvpropane.net
Portland, OR

May 17-20 Eastern Energy Expo
easternenergyexpo.com
Uncasville, CT

May 19-20 PERC Advisory
Committee Meeting
propane.com
Milwaukee, WI

May 20 Illinois PGA Board Meeting
ilpga.org
Springfield, IL

May 20-21 Michigan PGA Safety
Awareness Day & Membership
Meeting
mipga.org
Lansing, MI

May 28-30 Mississippi PGA Annual
Convention
mspropane.com
Destin, FL

June 3 Kansas — PMAK Board
Meeting
pmak.org
Topeka, KS

June 7-9 NPGA Propane Days
npga.org
Washington, DC

June 10-12 PGANE Summer Meeting
pgane.org
Woodstock, VT

June 14-17 SEPA Summer Meeting
southeastpropane.org
Isle of Palms, SC

June 16-18 Colorado/New Mexico
Convention Annual Meeting
copropane.com
Ignacio, CO

June 17 New Jersey PGA Annual
Board of Directors Meeting
njpga.org
Trenton, NJ

FOR ADDITIONAL CALENDAR ITEMS,
VISIT BPNEWS.COM.

H&H™ SALES
COMPANY, INC.
CUSTOM TRUCK BODIES AND MANUFACTURING

ANNIVERSARY
75
YEARS
1951-2026
75 years strong

WHY RISK YOUR FIRST-CLASS IMAGE WITH SECOND-RATE EQUIPMENT?



Call us today to learn
more about our
custom truck builds!



You've worked too hard earning your customers' trust to have unpredictable equipment performance trip you up. Nobody understands that like H&H. Our custom truck bodies and cylinder delivery trucks are designed with field work in mind.

We build them one at a time from the most rugged, high quality materials and components available. No corners cut, no details overlooked. As a result, an H&H truck body won't let you down on the job. You get efficient, affordable, dependable performance, year after year, so your customers get the prompt, effective service they expect — every time.



800.551.9341 | info@hhsalescompany.com

THE FUELING STATION

People are starting to put away the winter coats, break out the inflatable pools and fire up the grills — and, as always, propane is the fuel of choice to make that happen. The industry is getting involved in its own seasonal activities, as well. Marketers across the country are hanging out with colleagues at baseball games, preparing for warmer weather and fueling NASCAR events. Summer is right around the corner and, from the looks of it, the propane industry is ready.

easternpropaneandoil • 4d
Hudson, New Hampshire



♡ 22 Q 1

easternpropaneandoil We had a great night last night in the Winner's Circle!

Our team had an incredible time celebrating alongside the Greater Hudson Chamber of Commerce at the Winner's Circle Awards Gala. From the Derby chic style to the inspiring stories and well-deserved recognition, it was a special evening.

Congratulations to all of the honorees who continue to fuel our communities and make them more connected. Events like this are a great reminder of how lucky we are to be part of such an amazing local network.

henleypropane • 6d



♡ 12 Q

henleypropane Powering school buses the clean way 🚚💧 Propane autogas has cleaner fuel and a lower cost. Local service that shows up. #PropanePowered #tnpropane #Autogas

mcadamspropane • 5d



♡ Q

mcadamspropane The weather is warming up... which means lake days, cookouts, and time outside are right around the corner. ☀️

congerlpgas • 5d
Lowndes High School



♡ 4 Q

congerlpgas Today, we attended a "Coffee & Commerce in the Classroom" event at Lowndes High School with the Valdosta-Lowndes County Chamber of Commerce!

The campus, its faculty, and students were all so impressive and it was fantastic to see how this school is preparing students for their future!

#CongerLPGas #FuelingLife

itsbristolbaby and suburbanpropaneofficial • 1d



♡ 69 Q 1

itsbristolbaby Fueled and ready! 🏁 Thanks, @suburbanpropaneofficial @zanesmith | #SuburbanPropane300

thompsonsgasllc • 2h



THE THOMPSONGAS MARKETING TEAM

Enjoying A Game At Nymex Field

♡ 2 Q 1

thompsonsgasllc It's baseball season, Frederick!

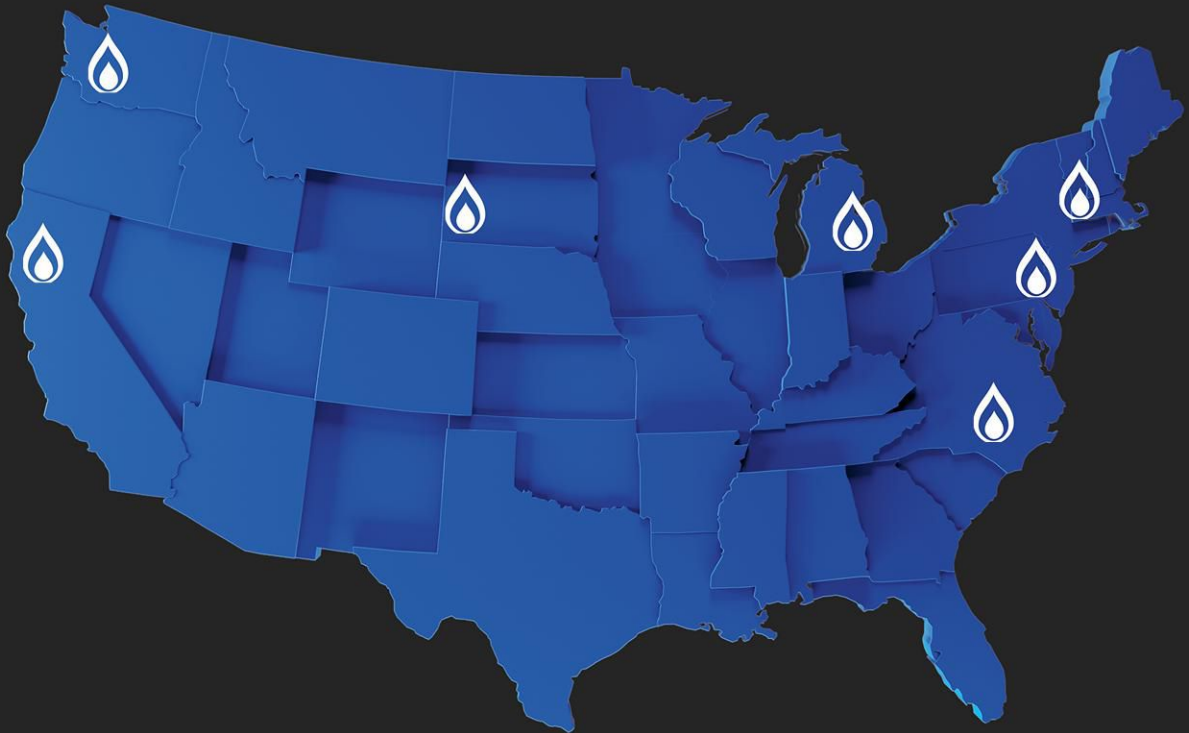
If you've been to a Keys game, you know there's nothing like it. The energy, the crowd, the whole community showing up. We love being there too.

ThompsonGas is proud to be the Key's propane provider and sponsor.

Opening Day is tomorrow, April 14th at 7:00pm - see you at the ballpark!



WE'VE GOT YOU COVERED.
7 LOCATIONS TO SERVE *YOU*



Ray Murray, Inc.



TEECO
PRODUCTS

Teeco Products



www.raymurray.com

www.teecoproducts.com



Whitney Parsley is an associate at the mergers and acquisitions (M&A) advisory firm Cetane Associates and specializes in M&A and corporate governance. Contact Parsley at wparsley@cetane.com. Visit cetane.com.

WHAT'S A MOMENT IN YOUR CAREER THAT CHANGED HOW YOU SEE YOUR WORK? — PART 1

This month's question gives responders space to reflect on their professional lives & how their perspectives have changed over the years

Was it a major life change or a quiet, subtle moment that shifted the way you see your work? This month's responses have been incredible — each one unique and deeply personal. When we recognize the value in what we do, work becomes something truly worth doing.

In this column, adopted from the familiar “Heard on the Street” format, we offer our responders a chance to answer the question posed in the title. These are their replies, reported verbatim. Enjoy!

LEADING WITHOUT A SAFETY NET

A defining moment in my career came the morning my father passed away. Although he died peacefully in his sleep and we had a succession plan in place, the loss was sudden and deeply unsettling. At the time, we were also in the midst of the 2008 global financial crisis, which only heightened the uncertainty. For most of my life, I had the reassurance of a mentor I could turn to for guidance. Overnight, that safety net was gone. Our employees

looked to me for stability and direction, and I realized the responsibility now rested entirely on my shoulders. That experience fundamentally changed how I view my work. It pushed me to grow into a leadership role more quickly than I had anticipated and taught me the importance of resilience, accountability and trust. Looking back, it was a challenging period, but also a pivotal one. In the end, everything worked out. And it reinforced something I truly believe: When you love what you do, it doesn't feel like work.

JULIE JOHNSON

TED JOHNSON PROPANE
BALDWIN PARK, CALIFORNIA

A moment in my career that changed how I see my work was when I became the manager of our propane department. All of a sudden, I had people depending on the decisions I made, and I needed to step up and lead. I was still fairly new to the company, and I learned quickly to be humble enough to ask a lot of questions of the employees who had a lot

more experience than me. Those early experiences made it easier to continue to seek help and rely on my team when I didn't know something. I don't have to face tough decisions alone, and I can lean on the many experts that I work with.

TREVOR BEAUDRY

BEAUDRY OIL & PROPANE
ELK RIVER, MINNESOTA

It was probably in the late 90s when the company I was working for was implementing a new software and operating system. I was responsible for leading the project for the region I was working in. We were trying to do this late fall/early winter, and the implementation was not without its issues. Each operation I went into, I would hear how [it wasn't going well], won't work, can't understand the process, etc. It was a stressful period. That weekend, my wife and I went to see ‘Saving Private Ryan’ in the theater. After watching that first five minutes of troops trying to take Omaha Beach, I said to myself, ‘Quit feeling sorry for yourself. Your job pales in comparison



to what those men did for our country in putting their lives on the line.’ That certainly put things in perspective for me when it came to my job.

TOM KRUPA
NGL SUPPLY TERMINALS CO.
RICHMOND, VIRGINIA

REDEFINING SUCCESS: TEAMWORK

One moment that changed how I see my work didn’t happen during a major milestone or achievement — it came during a quieter period when I found myself stepping back from the day-to-day pace of the business. Like many people in leadership roles, I had spent years focused on growth, performance and solving the next immediate challenge. But taking time to reflect made me realize how much of the long-term impact of our work isn’t measured in quarterly results — it’s measured in people. I started thinking about the team members who had grown their careers alongside the company, the relationships built over decades and the trust customers placed in us year after year. It shifted

my perspective from simply driving outcomes to intentionally building something sustainable — a culture where people feel supported, opportunities are created and knowledge is shared. That realization changed how I approach my work. Success became less about short-term wins and more about long-term stewardship — investing in people, fostering collaboration and creating an environment where others can succeed. In the end, those are the things that outlast any single project or achievement, and they’re what make the work truly meaningful.

LESLIE WOODWARD
FAIRVIEW FITTINGS
OAKVILLE, ONTARIO, CANADA

The biggest moment that changed how I see my work was starting the Young Professionals Council. I’ve grown up around the industry and began working in it when I was 16. Being someone who’s always been one of the youngest in the room, I realized how important it was to create a space for young professionals to

be seen, heard and supported. Working within this council the last two years has reminded me that building the future of our industry starts with believing in the people entering it, and I hope others will remember that as well.

STEPH HENNEN
LAKES GAS CO.
WYOMING, MINNESOTA

Growth at scale has changed how we value employees. Understanding how new beings transform from knowing nothing on day one to putting on a master class in propane only a few years later. This path to scale has driven me to cherish our best employees and support those who are struggling. This happened when we began our journey with EOS, and I read the book ‘How to be a Great Boss’ by Gino Wickman.

MIKE DODD
PROPANE NINJA
TAMPA, FLORIDA

My whole career, my work had always been inward-facing. Focused on

improvements within the operation, safety, costs and profitability. My idea for success was to do the best we could possibly do at what we did. This took good care of our primary stakeholders and even our customers who appreciated receiving their products up to spec and on time. For the most part, that had led to a successful early-stage career for me. The moment I believe something switched in me was the first time I attended [a National Propane Gas Association] (NPGA) meeting as an elected board member. For the first time, I was looking outside the walls of the company and my immediate customers and looking at the industry as a whole. It opened my eyes to additional factors that guide success and how important it is to look toward overall industry success as a driver for company growth and success. Now, as I make decisions about products, R&D and strategic positioning, I always

put it through the filter of, ‘How does this benefit our customers, how does it benefit our internal stakeholders and, now, how does this benefit the success of the overall industry?’ I believe this, coupled with my increasing participation in the associations in leadership roles, has molded me into a far more superior leader and executive than I had been in my earlier career.

ROBERT KENNEY
METSAs TANKS
MCCALLUM, TEXAS

As a young engineer working in the building and construction codes industry, I pretty much relied on my colleagues and bosses to give me directions on what I should be spending time on. When I joined NPGA staff in 1993, my predecessor was no longer there, and my boss didn’t really know the details of the job. Thankfully, I did

have great help from my administrative assistant and knowledgeable NPGA members to provide support and direction. But it was during those initial days that I realized I had the latitude to develop my role in a manner that I hoped would serve the members and my needs most effectively.

BRUCE SWIECICKI
CONSULTING ENGINEER
TINLEY PARK, ILLINOIS

FINDING MEANING

These messages say it best: When you find meaning in your work each day, life feels just a little bit lighter. Next month, we’ll hear from more propane leaders in part two of this Verbatim question. ▀

If you’re interested in contributing responses to future Verbatim columns, please contact Parsley at wparsley@cetane.com.

World Class LPG Bulk Plant Equipment



BYPASS
VALVES



LOW EMISSION
TRANSFER
SYSTEMS



INTERNAL VALVES
& ACTUATORS



PILOT RELIEF
VALVE MANIFOLD



FLOAT GAUGES
& DIALS



Y-STRAINERS



GLOBE &
ANGLE
VALVES



EMERGENCY SHUTOFF
VALVES



PART OF OPW a DOVER company

sales@marshallexcelsior.com | www.marshallexcelsior.com



REMOTE MONITORING. REAL RESULTS.

UNIFY YOUR PROPANE OPERATIONS WITH ANOVA'S REMOTE MONITORING SOLUTION

ANOVA UTM®

SMARTER MONITORING. SIMPLIFIED OPERATIONS.

The Anova Universal Tank Monitor® (UTM) gives you complete visibility and control — anytime, anywhere. Easy to install and built to last, it provides accurate GPS positioning and multi-sensor monitoring for up to two tanks with a single device. Enhance safety, boost efficiency, and connect seamlessly with any tank or software system.



ANOVA UNIFY™

ALL YOUR TANK DATA. ONE POWERFUL PLATFORM.

Anova Unify™ consolidates every tank into a single, intelligent view. Fast, intuitive, and built for scale, Unify™ empowers you to make smarter decisions in real time. Access business insights on demand, backed by advanced security and robust data protection. Seamlessly connect with your existing systems or integrate effortlessly through Anova Unify™ APIs.



EASY. RELIABLE. WORTH IT

+1 866 493 7762 / enquiry@anova.com

@anovasolutions

CONTACT US TODAY

Learn about our award-winning
Anova remote tank monitoring solutions.

www.anova.com





David Schlee is an attorney practicing in Kansas City, Missouri. He has been representing propane and natural gas distributors in fire and explosion litigation since 1986 and has authored BPN's Propane & the Law column since September 1989. He can be reached at dschlee@dschleelaw.com.

ODOR FADE LITIGATION: IMPACT OF THE FUEL GAS DETECTOR — PART 3

Fuel gas detectors have become a key factor in odor fade litigation, shaping legal arguments, regulatory developments & the future of propane safety standards

Part 2 of this series in last month's column looked at the propane industry's response to the onslaught of odor fade litigation that began in the late 1980s.

Research had confirmed ethyl mercaptan as the best odorant for propane, and dosage levels were increased by 50%. Propane retailers became proactive in getting to the site of an incident immediately with appropriately skilled experts to preserve evidence and to take and test samples of propane from the affected tank. And, with the Propane Education & Research Council (PERC) in the lead, the industry dramatically improved the quality of consumer safety information provided to customers.

However, plaintiffs' lawyers and their experts had one more card to play in this battle over propane odorization: the fuel gas detector. This month's column, the last in a three-part series, will discuss the development of the residential fuel gas detector, the evolving detector technologies being used and the role of the detector in today's changing litigation environment.

THE FIRST DETECTORS

The story of the residential fuel gas detector begins in Japan. In the 1960s, Japanese researchers discovered that in the presence of a wide variety of hydrocarbons, including propane and methane (natural gas), the electrical resistance of tin oxide is reduced. They developed a tin oxide sensor that was used in the first version of a residential fuel gas detector. When hydrocarbon gases contacted the sensor, an alarm would sound. The first such detector was sold in Japan in 1964 by New Cosmos Electric. Starting in the 1970s and early 1980s, use of these detectors became more widespread in Japan.

By the early 1990s, plaintiffs' lawyers and their experts in the United States had incorporated the fuel gas detector into their arsenal of arguments against the propane industry. Because of the alleged "deficiencies" of the odorant warning system, it was essential, they claimed, that detectors be installed in consumer homes to provide a second or back-up warning of a gas leak. Without the installation of detectors in a customer's home, the propane sold to the customer

was "defective and unreasonably dangerous." Propane suppliers, they argued, should not sell propane to customers who did not have one or more detectors installed in their homes. And, of course, the safety literature distributed by suppliers must, they claimed, strongly encourage customers to have detectors installed in their homes.

FALSE ALARMS

In the 1980s, residential gas detectors were not readily available to consumers in the United States. However, over the next several decades, this changed dramatically. As building codes were widely amended to require the installation of carbon monoxide detectors, detector manufacturers began producing combination devices. These used electrochemical sensors for carbon monoxide and tin oxide sensors for propane or natural gas. Today, such devices manufactured by First Alert and others are readily available in virtually any hardware store.

But fuel gas detectors using the tin oxide sensor have a serious flaw. They are prone to frequent false alarms because



they react to virtually any hydrocarbon, not just propane or natural gas. So, a wide variety of substances such as cleaning products, aerosol sprays, cooking fumes and alcohol vapors can set them off. Perhaps for this reason, among others, consumer and regulatory acceptance of fuel gas detectors has been slow.

REGULATORY RESISTANCE

In 1983, Underwriters Laboratories (UL) did issue a standard (UL 1484) to establish testing and certification requirements that detector manufacturers must meet in order to have their products “UL-listed.” On the other hand, the U.S. Consumer Product Safety Commission studied both carbon monoxide detectors and fuel gas detectors in the 1990s. It strongly recommended the installation and use of carbon monoxide detectors (building codes across the country now require them), but it declined to recommend fuel gas detectors, concluding that it found no evidence that they improved consumer safety.

The National Fire Protection Association (NFPA) has also consistently rejected attempts to incorporate a detector mandate into NFPA 54.

In the 1990s, the state of Montana experimented with requiring the installation of gas detectors with automatic shutdown devices for locations with below-grade-level installation of propane appliances. If the detector sensed gas, then gas supply to the building would be shut down. This requirement lasted for a few years but was withdrawn after a wave of false alarm incidents.

PERC ASSISTANCE

However, none of this stopped plaintiffs’ attorneys from suing propane retailers on the claim that they should have recommended and even installed fuel gas detectors in customer locations. Although some cases have been settled under the threat of such claims, I am not aware of any adverse jury verdict in the country on the claim that a propane supplier should have installed detectors in all customer locations or should have conditioned the sale of propane on the installation of detectors. I am certainly well aware of defense verdicts rejecting such claims.

And propane suppliers have again had a big assist from PERC. From the beginning, PERC customer safety

literature has featured a prominent discussion of fuel gas detectors and their potential role in providing an extra level of safety to customers. I can personally attest that this literature has been well accepted by juries and has played a role in obtaining favorable defense verdicts.

LEGISLATION ON THE HORIZON

The litigation climate looks good, but as readers of this column are aware, over the last decade the climate has been changing. Two things have happened. First, several high-profile incidents resulted in legislation requiring the use of fuel gas detectors. In 2014, a devastating natural gas explosion occurred in the East Harlem neighborhood of New York City, killing eight and injuring more than 70. And in 2019, a propane explosion in Farmington, Maine, killed a firefighter and injured seven people.

Both incidents prompted legislation. In 2016, the New York City Council enacted Local Law 157, requiring fuel gas detectors in all buildings with gas piping or gas-burning appliances. Enforcement was delayed until such time as a national standard for the installation of detectors was developed. This happened in 2022, when the National Fire Protection

Association published NFPA 715. (This code does not in itself require the use of detectors — it merely sets standards for placement and manufacture.) New York City then issued its own installation rules and set a compliance deadline of May 1, 2025. This has now been extended to Jan. 1, 2027, due to “availability issues.”

In 2020, in response to the Farmington incident, the Maine Legislature enacted a statute requiring the installation of fuel gas detectors in every room of a building containing an appliance fueled by propane or natural gas. It took effect in 2022. To date, Maine and New York City appear to be the only jurisdictions that have enacted fuel gas detector mandates. However, it has been reported that Illinois may enact such a requirement later this year. Legislation is also pending in several other states.

To date, all legislation has placed responsibility for the installation and maintenance of fuel gas detectors

squarely where it belongs: on the property owner. The industry needs to be watchful to make certain this does not change as new laws are passed.

CHANGING TECHNOLOGY

A second factor in the changing legal climate is new technology. New Cosmos Electric, the Japanese company that originally marketed detectors based on the tin oxide sensor, is now marketing a different type of detector. Instead of tin oxide, this product uses a different sensor, known as a micro-electromechanical system (MEMS). New Cosmos says that the MEMS sensor, which apparently includes a filter cap over the sensor, “virtually eliminates false alarms.”

This appears to have been confirmed by 2018 testing at the Gas Technology Institute. The New Cosmos detector is set to alarm at 10% of the lower flammable limit, with a loud voice message in

English and Spanish warning of a gas leak. It is battery powered, with a 10-year battery life.

Currently, the New Cosmos detector is designed to detect only methane (natural gas). However, the company says that it will be coming out with a product designed for the propane market later in 2026.

Not surprisingly, New Cosmos has been aggressively lobbying legislatures around the country in favor of legislation mandating the use of fuel gas detectors. One tool in its arsenal is to move quickly to promote detectors in the immediate aftermath of a bad gas explosion incident. We can expect this to continue, with more states and local jurisdictions adopting requirements similar to those of New York City and Maine. In this process, the industry needs to be vigilant to make certain that the full responsibility for installation and maintenance remains with the property owner. ■

DIESEL PERFORMANCE PROPANE ECONOMICS

NEXIO DELIVERS DIESEL-LEVEL PERFORMANCE WITH PROPANE-POWERED ECONOMICS, ADVANCED SAFETY, AND ULTRA-LOW EMISSIONS. NEED ANOTHER REASON?



POWER? PROVEN



SAFETY? SMARTER



COSTS? CUT



EMISSIONS? EVISCERATED

nexio

NEXIO POWER, INC. | 330 NW STALLINGS DR. NACOGDOCHES, TX, 75964, USA | WWW.NEXIOTRUCKS.COM



SOFTWARE IN TUNE WITH YOUR BUSINESS



Back Office and Mobile Software

ADD
SYSTEMS
ALWAYS MOVING FORWARD



addsys.com
800-922-0972



MANAGING GOOD PROBLEMS THAT COME WITH COMPANY GROWTH

As business booms, maintaining efficient operational standards requires savvy strategic planning

BY BRYAN CORDILL

“Strategic planning” combines two words that require intentionality and forethought. Planning simply means looking ahead and plotting a course of action. Strategy, however, means you are considering all the identifiable variables and plotting the path that provides the greatest returns and rewards the efforts along the journey.

For many organizations, a strategic plan is a three-to-five-year framework of the projects and actions that will move them to the desired outcome. For a rapidly growing propane company, you probably can’t even imagine what three years from now looks like.

SHIPPED FAST.
SHIPPED RIGHT.
HASSLE-FREE.



Propane marketers, truck builders, and bulk plant designers—your essential parts are here, sourced from the **world's top manufacturers** and **ready for same-day shipment**. Our **Warehouse Warriors** and **Bergquist Propane Veterans** handle every detail with **precision**, shipping your order right—and **right away**. For over **60 years**, **Bergquist** has powered the propane industry with **trusted service** and **unbeatable speed**.

Ready for the fast, seamless experience you deserve?
Contact us today!



Toledo
800 537 7518

Bowling Green
800 448 9504

bergquistinc
.com

For these companies, a strategic mission statement is probably more appropriate, followed by the short-term tactics it will take to get there. We know where we want to go, and we think we know how to get there. We probably even know some of the variables — we just can't put names on them.

I see propane companies experience rapid growth in two ways: inorganic and organic growth. Today we often see inorganic growth through the acquisition of smaller companies by larger and growing companies. Many of these companies are being sold because of aging owners, lack of a new generation of the family to take over, or the fatigue of dealing with the ever-changing landscape of cost, regulation and often empathy toward a plan for growth.

Once this inorganic growth has occurred for the buyer, their focus turns to organic growth in the new market. When we acquire a new company, we go in with a 90-day plan and a one-year plan. In the first 90 days, we need to address staffing — the leadership of the company is probably departing, their roles have to be backfilled and this is the time we want to set the expectations for the future as well as introduce our culture and demonstrate our commitment to the staff and customers. There will be a lot of little changes, but the one thing that won't change — and can't — is the focus on customer experience and ensuring we are communicating through our team.

GROWING YOUR STAFF

Additional staffing opportunities exist. This could look like promoting a manager from within their organization or ours and then bringing on a sales team to drive organic growth. There are plenty of opportunities: residential new construction and remodeling projects or working with HVAC and plumbing professionals to establish or expand relationships to use them as a sales team to grow propane installations. Power generation is certainly a space that many smaller organizations are not capturing — not just standby residential and

commercial generators, but also prime power and micro-combined heat and power equipment that drives propane gallons while reducing operating costs for the customers.

An increased focus on commercial markets that require capital to grow and serve is often a tactic. When companies have been operating without a strategic plan or focus, they often do not see the long-term gain on these investments or just aren't willing to reinvest into the company to maximize the near-term distributions. Having a plan for this growth allows you to map out when new employees will be needed to deliver your customer experience. It's not a linear climb, but more of a stair step.

Additional staffing needs occur as volumes and locations grow, as well. When is the right time to move from using consultants to bringing those resources in-house? As an industry, we are extremely fortunate to have highly skilled partners to help us with safety and compliance. When you get ready to make a move, finding the right person is key, but so is identifying all the jobs that need to be performed. It is likely you are combining the functions of two or three consultants into one full-time position that is taking some other duties from teammates. This can be a little more like art than science, based on who is available in the marketplace and how they fit your team and culture.

NAVIGATING DELIVERY OPERATIONS IN A GROWING SEASON

Managing delivery logistics is often a challenge during growth. How and when do you add trucks, drivers and routes to deliver your customer experience? For our company, technology is our friend and go-to partner to manage this. We have committed to remote tank monitors on a high percentage of our customers. Pairing the data our monitors provide with a dedicated routing team and front-office platform allows us to maximize resources. In some cases, we have been able to free up driver capacity to handle growth without adding new

trucks because of our increased route efficiency. In others, we have impacted key metrics like gallons per delivery and per mile, and we set the stage to meet the increased demand from organic growth.

WHEN IS THE RIGHT TIME TO SELL?

With growth will come the attention of others. This can be positive, or it might be a distractor. Having a strategic vision for your organization can help you know when to respond to merger and acquisition (M&A) activities. When we decided to sell Cordill Propane, it followed a time of significant organic growth and transition as my dad was retiring. We were prepared to take advantage of the growth we had focused on the previous seven to eight years. Financial clarity is important for an acquiring company, but there are other things you can do to be more attractive to buyers. Take pride in your facilities, your equipment and your people. Those are the assets that will carry on your legacy.

I have mentioned customer experience several times. This goes beyond customer service, which is meeting the needs of your customers for a propane delivery. Customer experience is impacted by the voice on the phone when they call, the website interface for an online order and the consistency with which your team answers the same question, whether it is to a customer service representative, a service technician or a driver. This experience is set into motion by the culture the leadership team has created in your organization. Our culture is driven by teamwork, consistency, mutual respect and a belief in where we are going. And where we are going is governed by our strategic plan. 📌

Bryan Cordill is vice president of corporate business development for Edge Energy Group and is responsible for M&A activities. He has nearly 30 years of experience in the industry, including in his family business, Cordill Propane, and at the Propane Education & Research Council. He can be reached at bcordill@edgeenergygroup.com.





TRIARCTANK

HIGH PERFORMANCE INNOVATION

**Driving global
innovation and
excellence
in every
tank**



**Visit us
HERE!**

TRIARC is the largest
tank manufacturer
in the Americas



CONTACT US!
info@triarccorp.com
(888) 558 8529

triarc tank.com

 **TRIARC TANK**



THE DECISIONS BEHIND THE SYSTEMS: HOW TO CHOOSE THE RIGHT SOFTWARE & HARDWARE

How propane businesses can
evaluate software & hardware
options to support efficiency,
growth & long-term
tech decisions

BY LEVI JIORLE

You make choices every day. Some are big, some are small, but no matter the gravity, different aspects are weighed to make informed decisions. Choosing software and hardware to run your business is no small choice, and it requires structured research and deliberation to bring certainty. We'll go over the common catalysts for change, as well as questions you should consider when it's time to decide what software and hardware to choose for your business.

WHY MAKE A CHANGE?

There could be several reasons someone decides it's time for new software, but there are some common scenarios:

- Software is nearing end-of-life, creating a concrete deadline and adding urgency.
- Aging and underperforming hardware may mean it's time to consider upgrading that hardware, but also stepping back and taking a look at the entire

VPANTEON - STOCK.ADOBE.COM

system, software and hardware.

- Increasing costs for software or hardware maintenance can bring the return on investment of the software to the forefront and cause a company to reconsider its system.
- Lack of support and/or development with your current vendor can make it difficult to continue to work efficiently and address evolving industry challenges and opportunities.

“A lot of times, the thing that drives people to make a change is that the hardware they’re on starts failing or aging out,” said John Coyle, vice president of sales at ADD Systems. “When that happens, it becomes the linchpin moment where they say, ‘If we’re going to replace the hardware anyway, should we be looking at software too?’ That’s often when those conversations really start.”

SELECTING SOFTWARE

When businesses decide to shop for new back-office software, they often have limited knowledge of the available options. It may have been 15 years since they looked at software vendors, and that’s a substantial amount of time for things to have changed. Not only could there be completely new players, but the offerings from long-time players can be quite different today than they were 15 years ago.

Before approaching any vendors, you need to decide what is important. Of course, businesses need to choose software that will handle their daily operations, but they also need to look at how they can increase efficiency. The goal is to find software that enables them to work smarter than before. But how do they assess their practices to make the right software choice? Listing the major pain points is a good way to start, and that comes from talking to the various stakeholders in your company, from the ownership to the frontline personnel.

“Looking at what the business is made up of, what their pain points are and how they actually use their current system is

critical,” said Mark Lotstein, president and founder of ROG Consulting, a firm frequently hired to assist with a new software search. “We call it an in-depth discovery, and a big part of that is looking for all the workarounds they’ve created — everything they’re doing manually or outside of the software — and asking why.”

While it’s important to identify pain points, it’s also vital to look at the areas you perhaps spend too much time on. Do you have manual practices that could be handled with some automation? Is your team managing operations and reporting manually with external spreadsheets? These honest and detailed discussions will lead to an organized list of requirements and give you a holistic view of what you really need.

In addition, when choosing new software, businesses need to assess not just their current operations, but also what their plans are for the future. For example, if the strategic plan includes a move into mobile solutions for your tank sets or installations with your service department, or your plan is to diversify into other businesses, the requirements should be included in your list.

Armed with that list, it’s now time to reach out to potential vendors. You can find them through your associations, trade shows, trade magazines, peer networks and simple internet searches. Share your requirements with them to help you create a shortlist of vendors to engage with in this process. Focus on the vendors that meet at least the majority of the requirements, and set up demonstrations to see the software firsthand.

“Compare not only features, but look for a culture match,” Coyle said. “Make sure they offer the support you need, invest in [research and development], listen to feedback and have an active user group. It’s also important to check references or visit a current client to make sure things are going well and to be sure the demo reflects real-world experience.”

Perhaps most importantly, you need to take your time in choosing.

“You’re making a decision that’s going to run your business for the next 10, 15 or even 20 years, and it’s going to cost a significant amount of money, time and effort,” Lotstein said. “If it takes three months, it takes three months. But we’re going to make sure we don’t have one of those negative epiphany moments during implementation, where you suddenly realize a key functionality doesn’t exist or is much more difficult than you thought. That level of detail matters because it doesn’t do anyone any good to end up with an unhappy customer or retailer.”

CHOOSING YOUR INFRASTRUCTURE — ON-PREMISES VS. CLOUD

While software offers powerful features that keep your business running smoothly, hardware plays an equally critical role as the backbone behind it all.

“The software decision defines the hardware requirements,” Coyle said. “How much processing power is needed, how much storage is required and how many users will be accessing it? The software decision really drives the hardware discussion.”

When choosing hardware to support your software, the decision typically comes down to two options: cloud or on premises. While they both serve your business well if executed correctly, they have significant differences in deployment and maintenance.

“The main difference between cloud and on premises really comes down to your systems and who’s responsible for them,” said Andy Katsigiannis, director of IT and support at ADD Systems. “With on premises, your servers and infrastructure are typically located at your corporate office. You own the hardware, you maintain it and you’re responsible for uptime, backups, security — everything infrastructure related. With the cloud, that infrastructure is hosted by a provider in a data center. They handle the hardware, redundancy and high availability, while you access your

systems over the internet.”

Like software, it’s important to take your time to choose the right hardware option. Assessing your structure and resources can guide you in making the right choice.

“There’s no one-size-fits-all when it comes to choosing cloud versus on premises,” Katsigiannis said. “It really depends on how each company operates. Connectivity is a huge factor — how reliable their internet is, how many locations they have. Another big piece is internal IT resources. Do they have staff, whether internal or third party, who can maintain the infrastructure and support it day-to-day? All of those factors tie together when we’re helping a company figure out what’s going to work best for them.”

Both cloud and on-premises infrastructure have their advantages. One of the cloud’s biggest advantages is

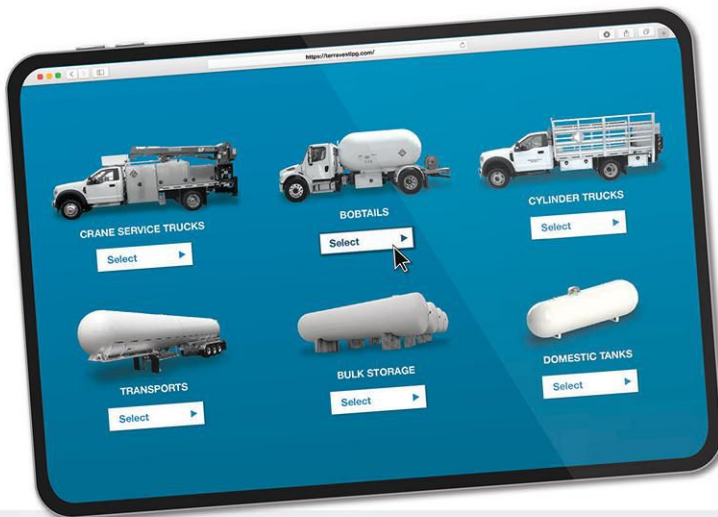
flexibility. If your business is growing, you can scale without having to invest in too many expenses up front. With on premises, if you outgrow your hardware, you have to wait for new equipment, schedule downtime and have people install it. But if you’re a business that needs tighter infrastructure control, on premises can be the way to go. Whether it is a feeling of security, having the necessary on-site IT staff or valuing internet-free access to your data, on premises can be the right choice for many.

“Regardless of which model you choose,” Katsigiannis said, “you still have to think through connectivity and contingency — making sure you have high availability and redundancy built in.”

When software and hardware come together to support and enhance your

business, it creates synergy that makes operations more efficient and unleashes potential for the future. Thoroughly assessing your needs and following an organized approach to your search can make you confident that choices were made not through haste or uncertainty, but by a clear understanding of both your current and future requirements — and a thorough assessment of the potential solutions. ■

Levi Jiorle is the marketing specialist for ADD Systems, where he develops content for the ADD Systems blog, social media channels, ADD News and a range of marketing emails. His focus is on creating helpful, informative material that supports customers and prospects alike. Before joining ADD Systems in 2022, Jiorle worked as a reporter and copywriter.



Quality Inventory, Now Available.

TerraVest Compressed Gas Equipment Division, together with our family of brands, provides the compressed gas industry **One Source, Many Solutions** with storage and transport equipment custom-tailored to meet the unique needs of each customer.

You can reach our team by calling **855-477-9828** or visit **terravestlpg.com** for more information.

Check out our
upcoming 2026
shows!

Western Propane Trade
Show & Convention
May 11-15, 2026
Portland, OR
Booth #T-1

Eastern Energy Expo
May 17-20, 2026
Uncasville, CT
Booth #T20-C

Williston Basin Petroleum
Conference
May 19-21, 2026
Bismarck, ND
Booth #T1316

TerraVest
COMPRESSED GAS

TerraVest
TANKS

Signature
TRUCK SYSTEMS



Maxfield

pro-par

JARCO



**TRUE
INNOVATION**

Pressure Regulators DSS7

Dual Second Stage Regulator

Open for Business, closed for Safety



UL® is a mark owned by
Underwriters Laboratories

Slam Shut

Superior Service

Super Safe

The Pressure Regulators DSS7 are the newest regulators to be produced with both overpressure and under pressure protection as per UL-144 standard. They will be used for domestic or small commercial applications with a maximum inlet pressure of 30 psi and BTU capacity above 2 million depending on the version.

Kosan⁺
LINE



cavagna group
Wherever gas is used, we are there

TURNING OPERATIONAL DATA INTO PROFITS

Why propane marketers should use business intelligence to drive smarter decisions

BY TREY NICHOLS

I love data! I'll admit it. I would go as far as saying I'm a bit of a data nerd. I've even built a business on hosting and protecting customer data. Now, my focus is presenting data in a meaningful and actionable way to fuel and propane companies. But why? Why is having visibility of your data important, and how can that help your business?

Before we get into the crux of the importance of business intelligence, I'd like to paint a picture of two different companies. As you read, you may relate to one of these companies; that's because their story is probably your story, and it is happening to fuel and propane companies across the country.

KITTIPHAT - STOCK.ADOBE.COM

WHERE IS THE PROFIT?

Every propane company has a moment like this. It usually happens in spring. The phones have finally slowed. The trucks aren't running nonstop. The chaos of winter has finally passed, and for the first time in months, there's a chance to sit down, take a breath and look at the numbers.

At XYZ Propane, that moment came on a quiet Tuesday morning, sitting down to enjoy that first — okay, second — cup of coffee. Jim, a second-generation owner, sat at his desk with a printed income statement. He ran his finger down the page, stopping halfway. Revenue looked strong. Really strong. Gallons were up. Customer count had grown. Deliveries were steady all winter. But profit? He leaned back in his chair, feeling a little defeated. "This just doesn't make sense."

A PREDICTABLE, GREAT YEAR

Across town, at ABC Energy, Lisa was having a very different kind of morning. She was looking at numbers, too (and enjoying a cup of coffee). But her numbers were no surprise; they were on target with what she had expected. She already knew not just what happened, but why. She and her team were able to adjust and correct things on a daily basis.

She could see how margins had shifted throughout the winter and where she needed to make fast changes. She could see where operational routing or driver efficiency had dipped but was able to make adjustments in real time to resolve and improve.

And most importantly, she knew exactly which decisions had the biggest impact. So, when she looked at her numbers, she didn't wonder if it made sense. She already knew how it was going to look and why it was going to look that way.

BACK AT XYZ PROPANE

Jim wasn't new to this. He had been in the business for more than 20 years. He knew his customers. He knew his drivers. He knew how winter worked.

Here's the why: Your data is what provides you with the visibility that allows you to make meaningful adjustments in real time in order to drive efficiency & increase profits in your business.

So, when the numbers didn't line up, it wasn't because he didn't understand the business. It was because things weren't as visible throughout the winter.

He started asking questions: "Did our costs go up more than we expected? Were we discounting more than we realized? Did we make mistakes on orders? Where were all the inefficiencies?"

Truthfully, there was no single answer. Some lived in accounting, some in delivery data, some in spreadsheets that had to be manually pulled together.

Individually, each piece made sense (kind of). Together, they didn't tell a clear story. And without that story, Jim was left with a frustrating reality: The business had grown, but where was the profit to match the increased customers and gallons?

A DIFFERENT KIND OF VISIBILITY

At ABC Energy, Lisa had faced that same problem years earlier. The business was growing, and she wanted clarity in real time as to what was happening. So, she made a change. Not necessarily to how propane was delivered, but how to get clarity and visibility into the business.

Lisa implemented an operational and executive reporting solution that brought everything together. She could see:

- Which drivers were running efficiently and which weren't
- Which customers and tanks generated strong margins and which quietly drained them
- Where pricing adjustments were needed at every level or product
- Which deliveries were below margin thresholds before they were billed

- Areas that made sense to increase concentration

One of the most valuable features? The reporting solution didn't wait for her to discover problems after it was too late. It showed her. If a delivery didn't meet margin expectations, she knew. If overall margins started trending downward, she saw it early. If a segment of customers became less profitable, it surfaced immediately — not as a report to review weeks or months later, but as insight she could act on in real time.

THE CUSTOMERS YOU THINK ARE PROFITABLE

A few years back, Lisa had a realization that changed how she operated the company. There was a group of customers she had always considered great accounts. They paid on time, ordered regularly and never fussed or complained. On paper, they looked like almost perfect accounts.

But when Lisa looked more closely, she saw the full picture of delivery frequency, tank size and pricing — and something surprising emerged. They weren't nearly as profitable as she thought.

In fact, a handful of them were barely breaking even. Not because they were bad accounts, but because no one had ever connected the dots before. So, Lisa made small adjustments, such as slight pricing changes, minor delivery pattern tweaks and better alignment between customer and service model.

The result? Those same customers became meaningfully more profitable — without losing a single one.

THE COST OF NOT KNOWING

At XYZ Propane, Jim was still trying to piece things together. He pulled reports, called his accountant and asked his team for input. Though everyone was helpful, every process was manual and time-consuming.

Even then, the answers felt incomplete. He could see pieces of the puzzle, but not the full picture. Meanwhile, decisions had to be made. Should they raise prices? Hire more drivers? Add another truck? Expand into a new area?

Without clear insight, every decision carried risk. Not because Jim wasn't capable, but because he was making decisions with partial visibility, and truthfully, way too late. And in this business, partial visibility can be expensive.

GALLONS OR PROFIT?

One of the biggest misconceptions in the propane industry is this: If your trucks are busy and you are increasing gallons and setting new tanks, you are doing well.

But busy doesn't always mean profitable. At ABC Energy, Lisa could see that clearly. She had drivers and customers who looked productive on the surface — decent-looking routes, customers paying on time, full staff schedules and even paying overtime to keep up with deliveries.

But when she analyzed everything through a different lens, none of them were nearly as strong as they appeared. She had inefficiencies and mistakes happening throughout her operations: deliveries, tanks, routes, drivers and service technicians.

Therefore, she adjusted and allowed her managers to catch things in real time, and customer service representatives were able to correct issues before they become profit-draining problems. Over time, the visibility and adjustments compounded into something powerful: real, meaningful profit.

THE MOMENT IT CLICKS

Back at XYZ Propane, Jim finally had a conversation that shifted everything. His controller walked into his office and said, "I think we're looking at this the wrong way.

"We're trying to explain the numbers after the fact," he continued. "But we don't really have a way to see what's happening while it's happening."

That was it. That was the missing piece. They just needed visibility in real time.

A NEW WAY FORWARD

The following season, things at XYZ Propane looked different. The team made a change — not to the logo, trucks or fuel software, but to how they saw and understood their business and operations. They implemented a solution that brought together operational data, financial performance and customer behavior into a single, unified view.

At first, it felt different — maybe even a little uncomfortable. It was more transparent and revealing. But then, questions that used to take days or even months to answer were answered instantly. Patterns that used to go unnoticed became obvious. Decisions that once felt uncertain became clear. Jim no longer had to guess where profit was being made or lost. He could now see it.

BECAUSE EVERY STORY CAN HAVE A HAPPY ENDING

By the next spring, even with a warmer-than-usual winter, both companies had grown, but in very different ways.

XYZ Propane had become more intentional, precise and aware of where the business was strong — and also where it needed adjustment. ABC Energy continued to refine and optimize, building on a foundation of clarity they had already established.

Neither team worked less, but both worked smarter — and that made a tremendous difference.

THE REAL ADVANTAGE

Now let's get to the crux of the "why" I mentioned earlier. In the propane industry, most companies have:

- Smart and experienced people who are good at what they do
- Good customers
- Good software systems to run day-to-day operations

But the companies that truly pull ahead have something else. They don't just stay in the daily grind and run their business. They have better visibility. They see how efficiency, profitability and growth are connected. They can see when something is off in a timely fashion — before it becomes a problem and drains profits. And they make decisions with confidence, not assumptions.

At the end of the day, the goal isn't to just deliver the most gallons; it's having visibility in knowing if those gallons are profitable and being delivered efficiently. It's correcting macros and micros, because it generally isn't just one thing — it's the multitude of many different transactions that have the power to diminish your profits.

Here's the "why" I've been referencing to really sum it all up: Your data is what provides you with the visibility that allows you to make meaningful adjustments in real time in order to drive efficiency and increase profits in your business. If you are not using and viewing your data in a meaningful way, you are potentially leaving tens, if not hundreds of thousands of dollars on the table every year. ■

Trey Nichols is a cofounder of Silverline Solutions, a cloud hosting and IT support solutions provider for the propane and fuel industries and creators of industry-specific software like MyEnergyBoard. He has been in IT for over 25 years, including leading IT for a fuel/propane company for 10 years. Visit silverlinesolutions.com.



What's Working Now in Fuel Marketing: Post-NPGA Insights

Free | On-Demand

Fresh off the NPGA Southeastern Expo, this webinar breaks down what actually came up across key industry conversations — from marketing strategy to national survey data. You'll hear what companies are doing now to attract customers, drive sales and compete more effectively, as well as what the latest data is signaling about where the industry is heading.

You'll learn:

- The marketing strategies gaining traction right now
- What new survey data reveals about performance and direction
- Where strategy and data align and where they don't
- Practical ideas you can apply immediately

SPEAKERS



Ben Gutkin
*President, Client Strategy
and Services*
Warm Thoughts
Communications



Marty Kirshner
Partner
Gray, Gray & Gray

Sponsored by



BPN
webinar

**REGISTER AT
BPNEWS.COM/WEBINARS**



PROPANE-POWERED MICROGRIDS: PROPANE'S EXPANDING ROLE IN DISTRIBUTED ENERGY

Backup power generation is a key market to demonstrate propane's reliability & how it can grow in the clean energy field

BY JEN DERSTINE



The Magens Junction microgrid is powered by seven propane-fueled microturbines. The 18,000-gallon on-site propane storage tank provides eight to 10 weeks of fuel autonomy before a refill becomes necessary. [Images courtesy of Capstone Green Energy.]

The numbers tell a stark story. In 2024, the United States experienced 27 total billion-dollar weather and climate disasters for a combined cost of \$182.7 billion, making it the second-highest year on record behind 2023's all-time mark of 28 events. Over the last five years, the average annual cost of billion-dollar weather events has reached \$149.3 billion, more than double the 45-year historical average.

These events don't just destroy property — they cripple the power grid. According to the U.S. Energy Information Administration (EIA), major event power interruptions averaged nearly nine hours per customer in 2024, compared to roughly four hours per year over the prior decade. Hurricanes accounted for 80% of those lost hours. A broader analysis by Climate Central found that 80% of all major U.S. power outages reported between 2000 and 2023 were weather related, and the country experienced approximately twice as many weather-related outages in the most recent decade as in the first decade of that period.

Each major grid disruption triggers a predictable response: a surge in backup power generator purchases. But the fuel powering most of those generators — diesel — introduces its own set of problems. A growing number of energy professionals are looking at a more integrated solution, one where propane serves not just as backup fuel, but as the backbone of hybrid microgrids that pair fuel-based generation with solar, battery storage and intelligent controls.

THE DIESEL PROBLEM PROPANE CAN SOLVE

The knee-jerk response to grid unreliability has overwhelmingly been diesel. An analysis of air quality district data found that backup generators increased by 34% in the Bay Area Air Quality Management District and by 22% in the South Coast Air Quality Management District, with roughly 90% of those generators powered by diesel. That fleet collectively produces thousands of metric tons of CO₂, nitrogen oxides, particulate matter and volatile organic compounds annually.

Propane offers a cleaner alternative. Even in standard engine configurations, propane generators produce nitrogen oxide and particulate matter emissions roughly an order of magnitude lower than diesel, according to fleet emissions data analyzed by the Propane Education & Research Council. Propane is also classified as nontoxic under the Clean Air Act. Because it is a gas at atmospheric pressure, it will not pool, soak into soil or dissolve in water the way diesel or gasoline can. Propane also does not degrade over time, unlike diesel, which can break down and lose combustion quality during extended storage.

That stability makes propane well-suited for standby and seasonal systems that may sit idle for weeks or months between dispatches.

When propane is deployed through advanced generation equipment such as microturbines in a combined heat and power configuration, the efficiency gains become even more

significant. CHP systems capture waste heat from electricity generation to produce hot water or climate control and can achieve fuel conversion efficiencies above 80%.

That dual output means less fuel consumed per unit of useful energy delivered — an advantage for island and remote locations where every gallon must be transported and stored on-site.

WHY PROPANE FITS THE MICROGRID EQUATION

Microgrids are localized energy systems that can operate independently from the traditional utility grid and are one of the fastest-growing segments of the U.S. energy market. Industry analysts valued the U.S. microgrid market between \$7.9 billion and \$24.7 billion in 2024, with projected compound annual growth rates ranging from 13% to 19% through 2034. Combined heat and power systems represent the largest power source segment in the North American microgrid market, accounting for roughly 40% of revenue in 2024.

While natural gas and diesel have historically dominated the fuel-fired generation side of these systems, propane is gaining ground in off-grid applications where pipeline access

is nonexistent and diesel delivery is expensive and unreliable.

Propane's role in a hybrid microgrid is not simply as a backup generator fuel. When paired with solar arrays and battery storage, propane-fueled generators or microturbines can load-follow in real time, ramping up or down as solar production fluctuates and battery state of charge shifts.

Intelligent controllers manage the interplay, selecting the optimal generation source at any given moment to minimize fuel consumption and emissions while meeting demand.

The propane generation fills the gaps that renewables alone cannot for reliable generation, while the renewables reduce the total propane consumed and overall emissions. It is a complementary relationship, not a competitive one.

A WORKING EXAMPLE IN THE U.S. VIRGIN ISLANDS

One of the most compelling demonstrations of this cross-industry approach is an affordable housing development located in St. Thomas, U.S. Virgin Islands. The 108-unit Magens Junction apartment complex was built on the site of a defunct dairy, and from the outset, the project was designed to

operate entirely off grid with hurricane-hardened infrastructure.

The microgrid powering the development combines seven propane-fueled Capstone Green Energy C65 microturbines providing 455 kilowatts (kW) of generation capacity with a 150 kW solar array and an 820 kilowatt-hour (kWh) battery energy storage system.

A controller manages all three generation sources, selecting solar, microturbine or a combination of both to match real-time demand, while maintaining optimal battery charge and minimizing fuel consumption and emissions.

The system produces approximately 1 million kWh of electricity annually, along with over 1 billion Btus in hot water, generated from waste heat captured through the microturbines' integrated heat exchangers. An 18,000-gallon propane storage tank on-site provides eight to 10 weeks of fuel autonomy before requiring a refill, a critical factor for island locations where supply logistics can be disrupted by weather.

The results speak to the value of cross-industry integration. The development saves more than \$250,000 annually in energy costs compared to grid power. The

The Magens Junction apartment complex



system delivers uninterruptible, UPS-quality electricity to all 108 units and common areas. And the environmental impact is significant: The microgrid eliminates more than 700,000 pounds of CO2 per year relative to the island's grid generation, the equivalent of removing more than 100 cars from the road or planting 400 acres of forest annually.

WHAT THE PROPANE INDUSTRY SHOULD TAKE AWAY

Projects like this one illustrate an opportunity that extends well beyond a single island development. As microgrids gain traction in remote communities, disaster-prone regions, military installations and mission-critical facilities, propane is positioned to serve as the reliable, dispatchable generation source that makes hybrid systems viable.

For propane dealers and marketers, microgrid installations represent a different kind of customer relationship.

Instead of seasonal or residential delivery, these projects create long-term, high-volume fuel contracts with predictable demand. The St. Thomas development, for example, consumes propane year-round at a steady rate.

These projects require collaboration between propane suppliers, power generation engineers, solar installers, battery integrators and intelligent controls developers.

No single generation source builds a microgrid alone. For propane professionals, that means building relationships with energy technology integrators and distributed generation specialists, partners who see propane not as a legacy fuel but as a modern, low-emission component of a clean energy system.

When propane is paired with renewables and battery storage in a CHP-enabled microgrid, the result is a system that extracts maximum useful energy

from every gallon of fuel while solar and batteries reduce total consumption further. The layered efficiency positions propane as an essential and growing part of a distributed energy future. ▀

Jen Derstine is vice president of distribution, policy and commercial operations at Capstone Green Energy, a position she has held since December 2025. She manages and directs the execution of the company's distribution strategy, policy and commercial initiatives. Derstine joined Capstone in 2012 as director of policy, in which she served as the company's government affairs lead. Derstine represents Capstone in trade association leadership roles, including the CHP Alliance, the Clean Energy Business Network and the California Clean DG Coalition. She has also served on the Secretary of Commerce's Renewable Energy and Energy Efficiency Advisory Committee since 2014. Visit capstonegreenenergy.com.



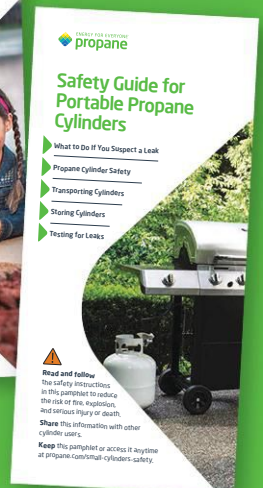
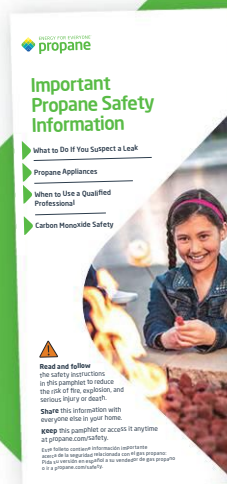
Help Your Customers Stay Safe

Safety is at the core of our industry – and your customers rely on you to lead. Newly updated consumer safety brochures make it easy to start the conversation, with clear, easy-to-understand guidance for handling, storing, and using propane safely.

Reinforce best practices and strengthen customer relationships with resources designed to support you.

► Order from our Resource Catalog or download for FREE at propane.com/safety

Propane Education & Research Council

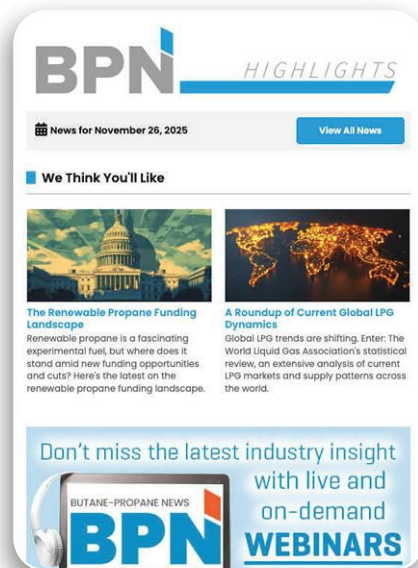




ALL THE INFO YOU NEED TO GET AHEAD

The latest business advice and industry news at your fingertips.

Subscribe to our free newsletter, BPN Highlights, and get a twice-weekly digest of content from industry experts and business veterans on common workforce challenges, propane supply trends, safety best practices and more.



BPN Highlights
twice-weekly



bpnews.com/subscribe

TARIFF WHIPLASH & TRADE FLOW VOLATILITY: WHAT SHIPPERS SHOULD EXPECT NEXT

Geopolitical conflict continues to build uncertainty in supply & price management

BY SUNDERESH S. HERAGU

Oil prices are rising as the conflict in the Persian Gulf region intensifies and the waterways in the area face disruption. The address by United States President Donald Trump on April 1 did not immediately alleviate the fears that the conflict would escalate. At the time of this writing, an American fighter jet was downed over Iranian airspace. *[Editor's Note: The crew was eventually successfully rescued.]* The future course of actions by the U.S. is also not clear. At a minimum, we can expect strong retaliatory actions by the U.S.

The economic uncertainty from the attack on Iran by the U.S. and Israel, followed by the counterattacks by Iran, are expected for several months. The uncertainty has remained in place for the past 12 months since the U.S. unilaterally imposed tariffs on many nations on April 2, 2025.

While the U.S. is self-sufficient in oil and is not directly impacted by the constriction of the Strait of Hormuz, because 20% of the world's oil and gas flows through the strait, the indirect impact on the U.S. and direct impact on other nations are both significant. The combined effect of sanctions, constriction of waterways and damage to infrastructure — real or threatened — reduce the amount of shipping in the region, while causing energy supplies

to tighten worldwide. Even a small perturbation in crude oil prices can reverberate through much of the world economy in significant ways.

As this article is written, crude oil futures are trading more than 50% higher than they were a month ago. This impacts gas and diesel prices at the pump in the U.S. Gas prices are above \$4 and diesel above \$5.50 on average in the U.S. Amazon has begun adding a 3.5% fuel surcharge to cover the rising fuel and related logistics costs. Diesel-powered boats that fish the New England waters will have to pass on the rising fuel prices to their customers, resulting in more expensive seafood and reduced supplies. For example, if there is a reduction in the longfin squid caught by fishermen in Rhode Island, calamari prices will go up sharply in restaurants amid lower availability.

India imports 90% of its liquid petroleum gas (LPG) from the United Arab Emirates and neighboring countries that pass through the Strait of Hormuz. A majority of the restaurants and households there rely on LPG for cooking. One-third of the world's supply of liquid helium passes through the Strait of Hormuz, and its supply is severely impacted. Helium is transported in liquid form at very cold temperatures in containers. Many are waiting to be

transported. Helium is used in the rocket space, semiconductor and medical imaging industries, and a sustained war in the middle east and Russia could impact the production and prices of semiconductor-based devices we use every day.

Petroleum-based products such as fertilizers, plastics, paints, medical devices and scores of products large and small will see a sharp uptick in prices. Although inflation in the U.S. has come down from its peak of 9.1% in June 2022 to 3%, it is persistent and well above the 2% rate preferred by the Federal Reserve.

Higher gasoline and diesel prices significantly impact travel by cars and planes. Electricity costs will go up for households even if the power plants generating electricity are not using oil or gas. Higher levels of inflation impact the purchase of essential items such as food and medicine.

All these factors have the effect of reducing the disposable income among households, causing consumers to spend less. If consumption is diminished,





global demand growth can suffer, not just for petroleum-based products, but all consumer goods. The increased price of oil also means Russia has the monetary resources to continue its war in Ukraine, further threatening supplies and stability worldwide.

Until the war, the Strait of Hormuz had free passage for cargo ships. Now, Iran is demanding and collecting a premium for safe passage of ships from countries such as Japan and others. Iran and Oman are drafting a protocol to supervise cargo transport through the Strait. These actions undermine unimpeded shipping that was promised under the United Nations Convention on the Law of the Sea. Even if agreements are reached for safe passage of container ships, the risk premium for shippers will increase further, adding to the logistical costs for shippers.

Businesses were able to absorb some of the increase in costs induced by the tariffs. Tariffs and rising fuel prices across the agriculture, construction, manufacturing, logistics and service

sectors have increased operating expenses and reduced margins. Investment decisions by businesses, especially mid-sized companies, have been put on hold. The uncertainty surrounding energy prices will further delay investment decisions.

Until the end of the first quarter of 2025, emerging and developed economies were poised for high levels of growth, even with the continued invasion and occupation of Ukraine by Russia. For example, the growth of the Indian economy was expected to exceed 8%. Tariffs and war in the Middle East have severely diminished those prospects. Inflation could creep back to 2022 levels, and without a resolution to the conflicts, the risk of a global recession is heightened.

In practical terms, what does it mean for households and businesses? In the short term, we can expect higher prices at gasoline stations and for heating oil and aviation fares. Household energy bills may rise, and price-sensitive shoppers could see elevated costs for everyday

goods, especially those with high energy inputs or long supply chains.

In the medium term, businesses may adjust procurement strategies, seek hedging opportunities, diversify suppliers or make changes in inventory management. Households might anticipate shifting commuting patterns or travel plans as costs fluctuate.

The long-term implications are difficult to predict; recurrent energy-price shocks can accelerate investments in energy efficiency, renewable energy adoption and electrification of transport. Firms that successfully manage energy risk may gain competitive advantages, while those with high exposure to energy costs may need to restructure to maintain profitability.

A note on uncertainty and risk management: Predicting exact price trajectories in geopolitically fraught environments is inherently uncertain. Factors such as international diplomacy, supply discipline by major producers, the pace of demand growth and technological shifts in energy affect outcomes in unpredictable ways.

For policymakers and market participants, robust risk management involves scenario planning, diversified energy sourcing, strategic reserves and transparent communication to stabilize expectations. Monitoring indicators such as shipping lane security, refinery naphtha and gasoline spreads, as well as inventory levels, provides a fuller picture of near-term risks. ■

Sunderesh S. Heragu is a Regents Professor and holds the John Hendrix Chair at Oklahoma State University. He is the immediate past president of the Institute of Industrial and Systems Engineers and a member of the Institute for Operations Research and the Management Sciences. He is author of the 5th edition of "Facilities Design" and co-editor of "Operations, Logistics and Supply Chain Management." More information about his expertise is available at experts.okstate.edu/sunderesh.heragu.





NYPGA SPRING CONFERENCE FOCUSES ON **DROPPING TEMPS & RISING POLITICAL ISSUES**

Legislative challenges & economic booms have defined New York's propane industry in recent months

BY ROGER ROSENBAUM

After one of the coldest winters in recent memory, New York propane marketers saw strong sales, as well as legal and legislative challenges that could impact the future of the industry in the state.

At the start of the New York Propane Gas Association's (NYPGA) Spring Conference and Annual Meeting, a marketer's comment drew laughter from colleagues: "If you did not make money this season, there is something seriously wrong with your business."

Christina Armentano, Paraco Gas Corporation's executive vice president and chief operating officer, shared optimism. "The gallons are still flowing. We're still incredibly busy."

Armentano guided the organization through uncertain times, serving as NYPGA president for two years. Addressing attendees, she said, "I'm sure you guys had the phones ringing. I'm sure there were ups and downs that happened in all of our businesses."

Members described a season of relentless cold, frequent snow and heavy heating demand that stretched staffing and delivery systems but also reinforced propane's role in New York's energy mix.

"Propane is very much the unsung hero," Armentano said, arguing the cold season helped "showcase how our product can hold up with pretty trying and challenging weather."

That argument went beyond business results. For many marketers, the winter served as a response to an aggressive push for electrification policies in Albany, New York.

COLLABORATORS, NOT COMPETITORS

Over the years, NYPGA meetings have evolved from largely business-oriented gatherings into strategy sessions focused on policy, public messaging and legal support. That shift was on full display at the annual conference.



From left to right: Trevor Wendt, Christina Armentano, Julia Miller and Chris Scaturro

"When we all come in this room together, we're not competitors," said Armentano. "We are aligned on a similar mission. And the mission is to make sure that we deliver the best energy that we can to our consumers."

Her remarks came as she concluded a two-year term as NYPGA president and handed leadership to Chris Scaturro of Upstate Energy. In his opening comments, Scaturro captured the industry's polarizing reality: a winter that boosted demand and morale and a political climate that remains uncertain.

He defined his company's season as "many degree days, plentiful snow and plentiful cold," before adding the hard part: "On the one hand, there's great demand, but there's also a lot of legislative issues."

UPHILL LEGISLATIVE CHALLENGES

One such challenge has been the state's push toward electrification. On Jan. 1, New York had intended to implement restrictions that would bar propane in certain types of new construction. But enforcement was put on hold after a legal challenge raised by Rick Cummings,

vice president of Mulhern Gas Co., along with the National Propane Gas Association, industry partners and trade organizations.

Attorney Brian Boaran from Reichman Jorgensen Lehman & Feldberg LLP told attendees the state is not enforcing the restriction while appeals continue in the case. The lawsuit was personally aimed at the secretary of state, because he was responsible for enforcing building codes related to the ban on new construction.

The closely watched case challenged the state's restrictions on propane and natural gas infrastructure in some new buildings. Plaintiffs appealed a ruling in the Northern District of New York that the state's restrictions were not preempted by the federal Energy Policy and Conservation Act of 1975.

The dispute was argued before the 2nd U.S. Circuit Court of Appeals on Jan. 30, with a ruling expected later this spring or early summer. Boaran said the case could ultimately reach the U.S. Supreme Court.

For propane marketers, the legal pause has provided temporary relief, but little certainty. The lawsuit is only one front in a broader political fight over New York's 2019 Climate Leadership and Community Protection Act (CLCPA), the sweeping law that set major emissions-reduction targets and a transition toward zero-emission electricity. For the propane industry, the CLCPA is a recurring source of anxiety and an organizing force.

SOMETIMES LEAKS ARE GOOD

Though propane leaks are bad news, in politics, the leak of information highlighting the cost of electrification under the CLCPA could be good news for propane marketers. A February memo from New York State Energy Research and Development Authority (NYSERDA) President and CEO Doreen M. Harris was leaked — or intentionally made public — to warn that electrification could add about \$4,000 a year by 2031 for households currently using oil or gas.

Democratic Gov. Kathy Hochul used the memo as an opportunity to publicly pivot her position on the CLCPA. Hochul embraced an affordability agenda for her election-year messaging. Hochul could no longer ignore rising energy prices impacting the people of her state.

THE HARSH REALITY

In 2025, over 1 million New York households were at least 60 days behind on their utility bills, according to AARP New York. That amounts to customers owing \$1.8 billion. Downstate, over 400,000 households were cut from service due to nonpayment. Consolidated Edison reportedly issued 1.4 million final termination notices and disconnected 190,410 customers.

At the conference, Republican State Senator Mario Mattera, 2nd Senate District, described the winter of 2025-26 as "the winter from hell."

Mattera, the ranking member of the Senate Energy and Telecommunications

A family of solutions for the propane industry

800-621-4137
www.whyips.com

REGO **Blackmer** **EMPIRE** **Jomar** **WORTHINGTON**
COMFORT SYSTEMS VALVE ENTERPRISES
SINCE 1932

MOPEKA **LIQUID CONTROLS** **RED SEAL** **Hannay Reels** **QUALITY STEEL**
"accuracy defines everything" MEASUREMENT AUTHORIZED DEALER

Committee, said farmers were the hardest hit with sky-high utility bills. The three-term lawmaker scoffed at the idea that farmers would survive with wind, solar and battery storage as main sources of energy outlined in the CLCPA.

Hochul faced pressure not only from environmental groups urging her to hold the line, but also from consumers, some lawmakers and industries arguing that the price of an all-electric future is being underestimated.

However, Senate Democrats, including Pete Harckham, 40th Senate District and chairman of the Committee on Environment Conservation, argued the leaked memo from NYSEDA presented an overly inflated view of CLCPA's costs.

Harckham was scheduled to present on legislative issues at the conference. However, he withdrew before his presentation. Mattera told BPN he wished he could have debated Harckham at the conference.

POLITICAL TENSIONS BOIL OVER

On March 26, environmental activists converged on the state capitol to try to pressure the governor's office in support of maintaining the full climate goals of the CLCPA. New York state police eventually arrested 21 demonstrators.

Advocacy groups such as The Nature Conservancy criticized any effort to weaken the law. "New Yorkers can't afford to wait another four years for action. We urge the legislature to keep fighting for a strong, enforceable climate law, including a robust near-term cap-and-invest program," the group said in a written statement.

Cummings, who also serves as the chairman of NYPGA's legislative committee, told attendees Hochul's position on the CLCPA had "softened." He explained that the expectation among many in the room was not a sweeping rollback, but a political compromise during state budget talks.

"I don't know if the governor's going to get all she wants, and I don't know if the legislature is going to get all they want," said Cummings. "I'm guessing it'll be some kind of compromise."

In a March 20 op-ed, Hochul proposed delaying the start of key CLCPA regulations — specifically the cap-and-invest program — until 2030. Hochul said she wanted to avoid "crushing" expenses by setting new 2040 emissions targets.

Instead of pushing the CLCPA back to the legislature, Hochul decided to make the changes to the law a part of the budget negotiation process due April 1.

THE FIGHT FOR ENERGY CHOICE

Ray Murray III, Ray Murray Inc.'s chairman emeritus, said the "keep your head down" approach is no longer workable under the CLCPA.

Armentano described the industry's position as a "wait-and-see phase with CLCPA to see what really happens and

AULTRA
TANK & EQUIPMENT LLC
PROPANE TANK REFURBISHING

Delivering
NATIONWIDE
SERVICE

PORTAGE
Wisconsin

WELLS
Nevada

www.aultratank.com 608-237-1600 sales@aultratank.com

what the next phase looks like,” while emphasizing that the ongoing lawsuit over building restrictions remains part of the same uncertainty.

Even so, industry leaders repeatedly returned to a phrase that has become central to their message. “There is no one energy that can really solve our energy challenges or our energy infrastructure,” said Armentano. “Being able to approach it from a multipronged strategy is absolutely critical.”

That framing reflects a strategic repositioning, with the industry increasingly presenting the fuel as part of a broader, diversified energy system that protects consumers from outages, price spikes and one-size-fits-all mandates.

But the association’s worries are not limited to climate policy.

ASSEMBLY MEMBER SEEKS \$10,000 FINES ON RUNOUTS

During a briefing, Cummings warned

members about two bills introduced by Angelo Santabarbara, a Democrat representing the 11th Assembly District.

Assembly Bill A10686 seeks to impose civil penalties of up to \$10,000 if a propane company fails to make an emergency delivery within 24 hours under automatic refill contracts.

“[This bill was] born out of, once again, some highly publicized out-of-gas situations,” Cummings said. “So that was extremely unfortunate. Because when things like that happen, we end up having to deal with it.”

Armentano used the issue to warn members that customer service breakdowns can quickly become political problems. “Those challenges and not handling those inquiries properly can lead to legislation,” she said.

Cummings was even more direct: “People either go to their legislator or worse: call the local TV station.”

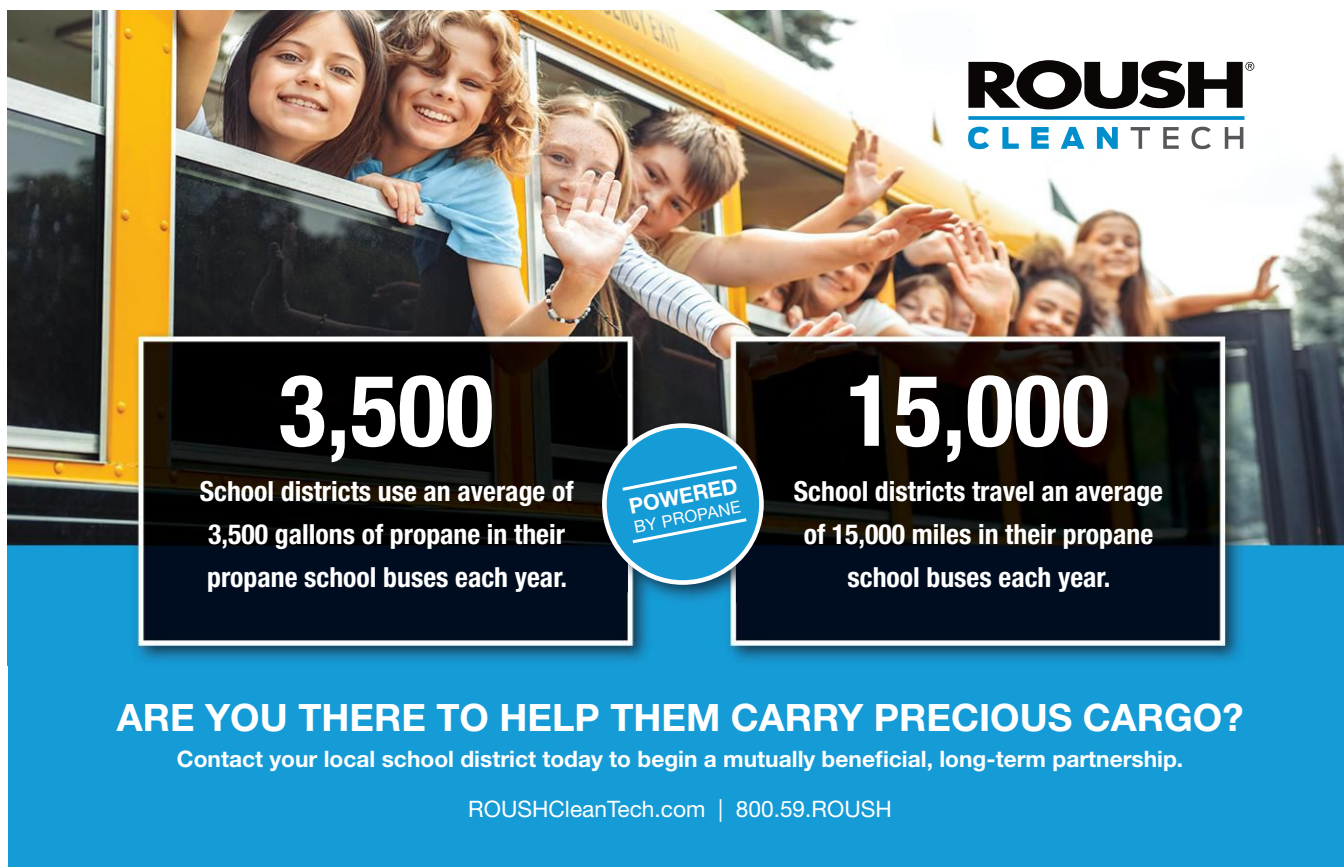
Still, speakers acknowledged that

many marketers also faced operational strain during winter, especially in hiring and retaining bobtail drivers. Even companies that use tank monitors experienced runouts in some cases, a reminder that a profitable winter can expose logistical weaknesses.

SEEKING A ‘PROPANE CZAR’

Santabarbara also introduced Assembly Bill A10585, which would create a propane consumer pricing advisor and a 12-member propane advisory board within the Department of Public Service. The proposed measure would monitor statewide pricing trends, review contract prices and fee structures, publish aggregate market data, develop transparency guidelines for propane businesses and help consumers navigate pricing and service agreements.

The bill would also require annual reports and coordination with the state attorney general on complaints and legal



ROUSH[®]
CLEANTECH

3,500
School districts use an average of 3,500 gallons of propane in their propane school buses each year.

POWERED BY PROPANE

15,000
School districts travel an average of 15,000 miles in their propane school buses each year.

ARE YOU THERE TO HELP THEM CARRY PRECIOUS CARGO?
Contact your local school district today to begin a mutually beneficial, long-term partnership.

ROUSHCleanTech.com | 800.59.ROUSH

actions involving propane companies, while specifying it would not authorize price controls.

“It’s difficult in this political environment with basically one party in control to stop these bills in their tracks ... We will do our best to work through them,” Cummings explained.

PREACHING TO THE CHOIR

Cummings told attendees that the Trump administration has been “a terrific friend to the petroleum industry in general — also to the propane industry. There is more propane than there ever was before in this country.” For federal legislative matters, he said, “we’re in good shape.”

That message was reinforced by U.S. Representative Nick Langworthy, a Republican from western New York, in a prerecorded video message.

“The stakes of the propane industry could not be higher,” said Langworthy. He thanked members for “[their] hard

work and [their] advocacy work that [they] do every day to keep ... homes warm and ... businesses running, ... farms productive and communities resilient.”

He called propane “a lifeline for millions of Americans and businesses, particularly in rural communities like [his] district in western New York and the Southern Tier.” For Langworthy, propane is “the only option in many communities for reliable, affordable energy.”

Langworthy framed the debate in explicitly political terms. “Energy policy affects everyone,” he said. “It has real consequences for real people. Yet, sadly, the debate around these issues is too often an academic exercise devoid of reality or common sense. Stopping these radical energy policies is, truthfully, one of the main reasons I wanted to run for Congress in the first place.”

CHANGE IN THE AIR AT NYPGA

Armentano told members the

association has spent the past year rebuilding the organization. Capitol Hill Management Services was brought in, and Amy Mason was named executive director. Armentano thanked members for staying with NYPGA during what she called a “major transitional year,” including approving an assessment to help stabilize finances.

“We are still very much in a rebuilding phase right now,” she said. But she added that “we have a really bright future” and said she was beginning to see “the tides change a little bit.”

Mason, who organized the conference with Ken Smegil of Argus Energy, solicited feedback from members during the meeting. With a year of experience under her belt, Mason asked each table to write down ideas for how the association could improve, resulting in ideas to grow membership and engagement.

The organization currently has 115 members and is seeking to grow to better



SOLUTIONS BACKED BY SERVICE

- Custom **propane storage** solutions designed to meet current needs and future growth
- Single-source project management for your entire storage facility, simplifying communication and coordination
- Safe, secure, and fully compliant systems to protect your operations and customers
- Solutions that help reduce operating costs, increase efficiency, and maximize revenue



LET'S WORK TOGETHER!

800-992-8981

westmor-ind.com

respond to legislative pressures. The suggestions included pairing newer participants with experienced members in mentorship roles and encouraging company leaders to send more staff to association events, both to strengthen engagement and expand the industry's pool of advocates.

Scaturro made clear that membership growth and stronger participation would be central to his agenda. "There's a lot going on in the legislature that needs to be addressed," said Scaturro. "And we have to be united as members. We cannot do everything by ourselves."

Later, he added, "I'm going to listen to what everybody has to say. Hear what any issues or problems are, collaborate with everybody to get it done. Christina, you set the bar extremely high, and I'm up for the challenge to take it on full force."

That may be the clearest sign of how much the organization has changed. NYPGA, once focused primarily on

commerce, now speaks just as often about advocacy, legislation and public messaging as it does about gallons, margins and deliveries.

After a winter many attendees believe made propane's case for them, the industry left Albany energized, but not relaxed. The season had delivered profits and political talking points, but not certainty. Murray said propane marketers are not backing down.

"They're not sitting still," he said. "They're being proactive and fighting back."

NEXT STEPS

The question now is whether New York's propane industry can turn one hard winter into lasting political influence before Albany decides how much room fuels like propane will have in the state's energy future. The fight will continue on Oct. 22-23 at NYPGA's Fall Conference in Saratoga Springs, New York, with a



NYPGA Executive Director Amy Mason

"Protecting Propane" theme. For more information, visit nypropane.com. ■

Roger Rosenbaum, president of Brand-News-Team, is a senior communication, marketing and public relations executive. His company guides propane marketers in strengthening customer engagement and brand positioning. He can be reached at roger@brand-news-team.com.



Help Drive Propane Autogas Adoption

Automotive service technicians play a critical role in expanding propane autogas — and many are looking for the right training to get started. Our training resources, including the Propane Autogas Vehicle Inspection Training, help technicians build confidence working with propane systems, with clear, easy-to-understand guidance that supports safe, reliable service.

Strengthen your local network and support market growth by connecting technicians with the tools they need to succeed.

Partner with technicians in your area and share our training at training.propane.com

 Propane Education & Research Council



PROPANE IS PERSONAL: COMMUNITY CREATES MEANINGFUL WORKFORCE ENGAGEMENT

Crafting a culture of community requires empowering employee involvement & clear participation opportunities

BY ADAM BUCKALLEW

When a child in foster care finds a stable home, when a family puts food on the table after a difficult week, when a rural fire department gets the equipment it needs to save lives — these moments don't happen by accident. They happen because people and organizations choose to show up.

For companies in the propane industry, showing up for the community isn't just good corporate citizenship — it's good business. The towns and rural communities where propane companies operate are the same places their customers live, their employees raise families and their businesses depend on for long-term viability. When those communities thrive, so does business.

What separates the companies that make a real difference from those that simply write a check? Employee buy-in. When the people who fuel your trucks, answer your phones and serve your customers are invested in community outreach, the impact multiplies. So does the pride, morale and sense of purpose that keeps good employees around.

MFA Oil Company, a farmer-owned fuel and propane supply cooperative based in Columbia, Missouri, has spent

nearly a decade building exactly that kind of culture. Its experience offers a practical blueprint for other propane companies looking to move beyond making donations and to become genuine community partners.

WHY EMPLOYEE BUY-IN MATTERS

There's a meaningful difference between a company that simply writes checks to charitable causes and a company whose employees are truly engaged in giving back. The first is transactional. The second is cultural, and anyone who has worked in both kinds of companies can tell you the difference is real.

A talent retention study by Benevity analyzed data from 10.6 million users at more than 400 companies and found that businesses see 52% lower turnover among newer employees when those employees participate in purpose-driven programs. In another study, researchers examining 90 different workplace interventions identified volunteering as the only one that demonstrated a positive impact on both employee well-being and

sense of belonging. Those are meaningful findings for an industry where recruiting and retaining skilled drivers, technicians and customer service staff is an ongoing challenge.

Propane is a personal business, especially in small towns. Customers aren't just numbers — they're neighbors who notice the companies that give back and the ones that don't. They also notice who is absent. Employee-driven community involvement builds goodwill and carries more weight than just advertising campaigns alone.

HOW TO GET STARTED

Building a culture of community involvement requires deliberate choices about how programs are structured, communicated and supported. MFA Oil's experience over the past decade offers some clear and transferable lessons.

Start with the employees. MFA Oil's annual Week of Giving wasn't conceived in a boardroom. It was developed by members of the company's employee committee, a group of roughly eight

FOTOFABRIKA - STOCK.ADOBE.COM



to 10 employees who researched local charitable organizations and selected a diverse mix designed to appeal to a wide range of personal interests and experiences. When employees build the program, other employees are more likely to buy into it. Ownership drives participation in ways that top-down initiatives rarely can.

Give employees meaningful choices.

The employee committee chose a diverse group of causes, understanding that employees come from different backgrounds and care about different things. The committee continues to manage charity selection, periodically rotating new organizations into the mix to keep the program fresh and relevant.

Make giving visible and personal. Each year during the Week of Giving, MFA Oil invites every participating charitable organization to present to employees on their work and how donated funds are used. This single program element

may do more to drive participation than anything else. When employees hear directly from a foster care coordinator, a hunger relief advocate or a children's hospital representative about where their money goes, donations feel less abstract and more personal. Kristin Branscom, a senior graphic design specialist at MFA Oil's home office, has seen that dynamic firsthand. "When people can see the impact of what they're contributing, it makes them want to keep participating," she said.

Lower the barrier to participation. Not every employee can give the same amount, and MFA Oil doesn't ask them to. One-time contributions are welcome, and activities throughout the week raise additional funds. But the program's financial foundation is the Helping Hand pledge, where employees commit one hour of pay per month for a year and receive eight hours of paid time off in return. It's a practical incentive that

makes participation feel accessible and valued.

Make it engaging. The Week of Giving isn't purely a fundraising drive. MFA Oil keeps the energy up throughout the week with additional activities, including trivia contests, pumpkin bowling, a cornhole tournament and more, making it something employees look forward to each year.

Communicate results and celebrate growth. Sharing outcomes keeps employees informed and motivates future involvement. The numbers behind MFA Oil's Week of Giving tell that story well. When the program launched in 2016, 77 employees raised nearly \$35,000 for local nonprofits. By 2025, participation had grown to 183 employees and the amount raised had more than doubled to \$79,395, with donations split among five organizations: Central Missouri Foster Care and Adoption Association, Central Missouri Stop

The Grill America Comes Home To

Charmglow® delivers the kind of backyard performance that earns word-of-mouth — premium American-made construction, even heat, and a name that holds up season after season. It's not just an easy sell. It's the one they'll come back to recommend.

Built tough. Built right. Built here.

Stock the grill that sells itself.



Scan to learn more
about becoming an
Authorized Dealer

Charmglow®
America's Original Gas Grill

150 Ram Road, Antioch, IL 60002 | 847-395-6556
info@charmglowgrill.com | www.charmglowgrill.com

Human Trafficking Coalition, Columbia Second Chance, Feeding Missouri and St. Jude Children's Research Hospital.

"It's impressive how much good we can do collectively," said Tom May, MFA Oil's senior director of employee relations and engagement and a member of the employee committee.

Branscom, who has participated for 10 years, agreed. "It brings people together, gives us a shared purpose and it's easy to get involved," she said. "It's rewarding to know we are making a real difference."

SPREADING THE LOVE

While the Week of Giving is powered by employees, the MFA Oil Foundation represents the company's broader commitment to the communities it serves. In its 2025 fiscal year, the foundation awarded \$341,450 in grants to 150 nonprofit organizations across 103 communities in seven states, focusing on education, youth, humanitarian services and civic endeavors.

James Greer, senior vice president of supply and transportation and chairman of the MFA Oil Foundation, said the foundation is proud to support organizations addressing vital community needs. "We are all about empowering the local organizations that are working to improve life in the communities we serve," Greer said. "Whether it's helping rural first responders purchase life-saving equipment, providing schools with resources for students or supporting youth programs that build future leaders, we're proud to invest in projects that create lasting impact. When I drive through these communities and see the tangible impacts of our grants, like a baseball game being played under lights we helped purchase, it's incredibly satisfying."

As it enters its 2026 fiscal year, the foundation is expanding its reach. Historically, most grants were capped at \$2,000 through community

betterment grants, covering items like first responder supplies, educational materials, 4-H and FFA program support, and furniture or appliances for shelters and community facilities. Beginning in 2026, the foundation will also offer community development grants for larger projects such as county fairground improvements, athletic fields and park facilities, major first responder initiatives, and rural infrastructure improvements for libraries, community centers and schools.

Since its founding in 1998, the MFA Oil Foundation has awarded more than \$4.3 million to community organizations throughout its trade territory.

INVESTING IN THE NEXT GENERATION

For MFA Oil, community investment doesn't stop with grants and charitable giving. Since 1965, the MFA Foundation — a jointly administered philanthropic organization managed by both MFA Oil and MFA Incorporated — has awarded



ALLIANCE
ENERGY SERVICES

alli
Your Collaborative Portal

- Real-Time Invoicing
- Updated Contract Status
- Data-Driven Dashboard
- Robust Security Measures

816-421-5192
allianceC3.com

scholarships to high school seniors pursuing higher education. In 2025 alone, 293 students received a total of \$732,500 in scholarships, with the majority of awards set at \$2,500 and applicable to any college, university or trade school.

Since its inception, the MFA Foundation has awarded scholarships to nearly 16,000 students totaling more than \$18.7 million. For a rural energy cooperative whose customer base includes farm families and small-town households, few investments carry more meaning than helping the next generation pursue their dreams.

SHOWING UP IN PERSON

Financial contributions matter immensely, but some of the most meaningful contributions nonprofit organizations receive come from individuals who show up and give their time and effort.

Across MFA Oil's workforce, employees are active in the communities where they live and work in ways that extend beyond company-organized programs.

May serves on the advisory board of the Columbia chapter of Good Dads, an organization dedicated to promoting responsible fatherhood. May got involved after a former colleague invited him to consider the opportunity.

"Fathers are critical for healthy families, happy children and thriving communities, but their roles are often underestimated and underappreciated," May said. "I'm proud to volunteer my time to an organization that is doing good for the people in my community."

Jason Harville, fuel and propane plant manager for MFA Oil's Columbia office, has spent 15 years teaching financial wellness classes as a volunteer. His involvement grew from a personal interest in financial literacy and a belief that making conversations about money more accessible can change lives.

"The more we talk about it, the more you realize how much we share," Harville said. "Whether it's our struggles and insecurities or our goals and hopes for the future, there's a lot of common ground."

Tony Johnson, who manages MFA Oil's northwest district, is the fire chief for the Mercer County Fire Protection District in Princeton, Missouri. Johnson became a volunteer firefighter out of a sense of pride and duty to his community.

Each of these employees found a cause they believed in and committed to it. More importantly, MFA Oil has built a culture that supports volunteering. To support community volunteering, encourage employees to get involved, recognize their efforts and let their stories inspire others.

BUILDING A REPLICABLE CULTURE

The propane industry has always been more than an energy business. It's a network of companies serving the needs of rural America, fueling homes, farms and businesses in communities that larger industries often overlook. That position comes with opportunity.

The companies positioned for long-term success won't just be the ones with efficient operations or clever marketing. They will be the ones whose employees are proud of where they work, whose customers think of them as neighbors and whose communities see them as more than just an energy supplier.

Building a culture of giving backed by employee buy-in is built one intentional decision at a time. At MFA Oil, that started with giving employees ownership of the process, making their participation feel meaningful and showing them the collective impact that could be made.

The communities you serve are counting on the energy you provide. With the right culture in place, your employees can give them a great deal more. ▀



mfaoil.com.

Nixon & Lindstrom INSURANCE

Protect Every Fleet Member, Every Mile.

35+ Years of Serving LPG Clients.

Don't risk your fleet to subpar coverage. Nixon & Lindstrom offers more:

- **Specialized propane distribution insurance.**
- **Coverage in all 50 states.**
- **Diverse carrier and coverage options.**
- **Trusted advisors in propane distribution insurance.**
- **Third-generation, family owned agency.**



Jared Ballard

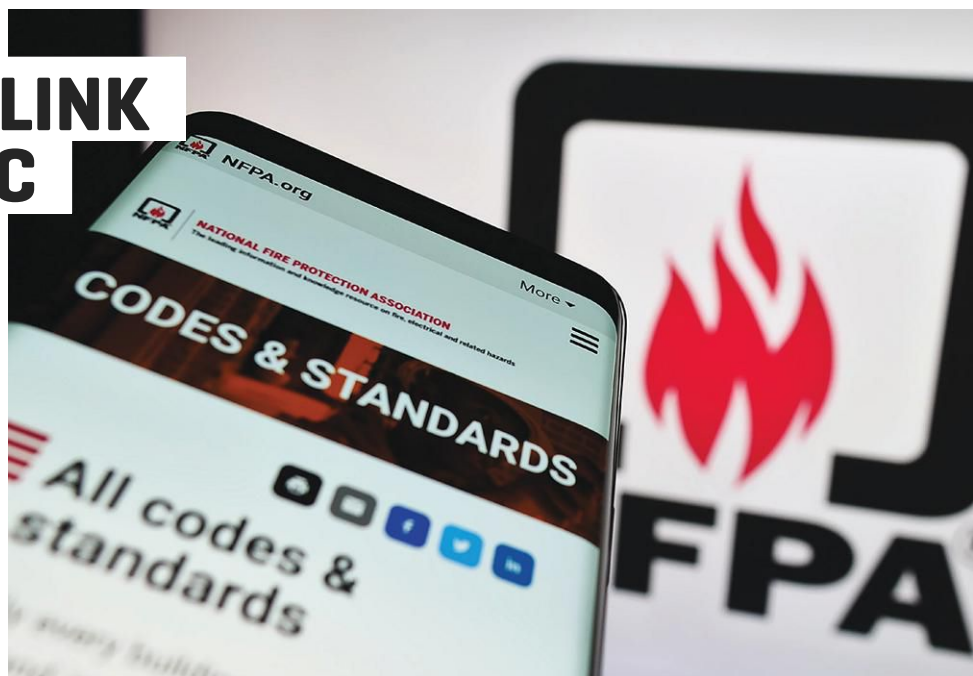
3rd Generation Specialist

Visit us at www.nixonins.com or call 800-238-8994.

THE MISSING LINK FOR CATHODIC PROTECTION INSPECTIONS

7 steps to implementing cathodic protection to meet key NFPA standards

BY BRENT CAMMETT



Many propane companies quietly put off cathodic protection testing and recordkeeping, even though it is a critical safety task required for all underground containers. This is mandated by the National Fire Protection Association (NFPA), yet some marketers fall short because they are unsure what is required.

In reality, the process is much more manageable than it appears. The following guide walks through the essential steps of cathodic protection implementation and shows how to embed this key safety practice into your company's underground container fleet.

STEP 1: KNOW WHAT THE CODE EXPECTS

You can find the following NFPA 58 cathodic protection requirements in the Liquefied Petroleum Gas Code Handbook. This is also good information to keep in your company's policies and procedures manual, which should be easily accessible to every employee.

Installation and testing requirements include the following:

- Cathodic protection installed and tested in underground containers placed after their state adopted the

2011 edition of NFPA 58.

- Cathodic protection must be at least -0.85 D.C. or more (meaning negative) using a copper-copper sulfate half cell.
- The test must be completed upon installation unless prohibited by climatic conditions, in which case testing shall be done within 180 days after installation of the system.
- For continued verification of the effectiveness of the system, test again 12 to 18 months after the initial test.
- Periodic follow-up testing shall be performed at intervals not to exceed 36 months.
- Systems failing a test shall be repaired as soon as practical unless climatic conditions prohibit this action, in which case the repair shall be made not more than 180 days thereafter. The testing schedule shall be restarted as required initially.
- Documentation of the results of the two most recent tests shall be retained.

STEP 2: GATHER THE TOOLS TO TEST CORRECTLY

There are a few pieces of equipment you'll need to acquire to install and monitor cathodic values. This equipment

includes a volt meter and a copper-copper sulfate half cell. Basic cathodic protection inspection test kits can be purchased from all major liquefied petroleum equipment suppliers.

STEP 3: BUILD A RELIABLE INSPECTION RECORD SYSTEM

To effectively implement cathodic testing and reporting, you'll need initial testing documentation, as well as follow-up inspection forms.

There are now software providers specializing in digital documentation, which can automatically flag inspections needing follow-up on your dashboard for management staff to see. Using software to store, retrieve and track cathodic protection documentation makes this process extremely efficient. Plus, software can notify you immediately when corrective action is necessary — unlike forms, which often sit unattended for months.

Tip: When you've decided on a tracking method, outline it in your policies and procedures manual so that both employees and auditors can clearly see how your company performs such inspections.

STEP 4: STRENGTHEN EMPLOYEE TRAINING & FIELD SKILLS

Ensure all staff members have received hands-on field training to conduct cathodic tests appropriately per NFPA 58. Training should include:

- Review and complete the Certified Employee Training Program's (CETP) Topical Cathodic Training found in the Propane Education & Research Council's (PERC) Learning Center, as well as the PERC Education Program (PEP) for cathodic protection.
- Provide field training for your employees. After the required training, I've found the best way employees learn is by seeing the equipment in action. I take them to the jobsite and walk through an inspection in real time, then have them try it themselves.

In addition to formal CETP/PEP coursework, make sure employees are properly trained by contracting qualified

in-person instructors. A strong approach is to start with in-house classroom training, then move directly into live inspections and testing on real accounts within your existing client portfolio that are due.

Many systems will fail on the first visit. Common issues include an anode bag not attached or expired or a copper gas line going from the regulator into the house with no dielectric separation to draw the readings down. When you train in real settings like this, you can start diagnosing problems right away and help your team build confidence quickly.

STEP 5: DEFINE A CLEAR RESPONSE TO FAILED TESTS

It's critical that your company has a procedure in place for the installation or replacement of a missing or failing cathodic protection anode or container. This corrective process is referred to within the industry as retrofitting. Failed

cathodic protection inspections are often due to one of these common factors:

- The container does not have cathodic protection installed.
- Anodes are old and have worn out, needing replacement.
- The entire container needs a full replacement.
- Dielectric union is required to protect underground piping.

Diagnosing the problem will become second nature. The first step is ensuring the issue is not the lack of a dielectric union. Look under the dome of the container to see if a dielectric union is installed on the container connection to the gas line. The second spot the dielectric union may be located is between the underground piping and the house. If there is no dielectric union, you will need to install one.

If you do find a dielectric union but continue to have a bad reading, you

Our Independence, Your Advantage.

Over 80 years of success for our firm and our clients in the propane industry is proof that a combination of experienced guidance, staff continuity, and real-time decision making is the surest path to sustainable growth. To gain this independent advantage for your propane company, call Marty Kirshner today at 781.407.0300.

gray

THE POWER OF MORE

CONSULTING • TAX • AUDIT & ASSURANCE
PRIVATE WEALTH • INVESTMENT BANKING

www.gggllp.com 781.407.0300

SCAN FOR MORE



*Private wealth services provided by Gray Private Wealth, LLC. Securities Products and Investment Banking Services are offered through BA Securities, LLC. Member FINRA. SIPC. Gray Strategic Partners, LLC and BA Securities, LLC are separate, unaffiliated entities.

fuelExchange

**Protect Your Business!
Enforce Your Contracts!**

**Lock America's
Fill Valve & POlock**



**Your Own
Unique
Key Code!**

LOCK AMERICA
The Definitive Word in Locks

800-422-2866

www.laigroup.com

sales@laigroup.com

should determine if the issue is the anode or the container itself. Start by attaching an anode bag and wire to the container. If there is a decrease in the protection number (e.g. -.5 to -.85), you now have a good reading.

If there is no decrease in the number when you complete this procedure, you will need to disconnect the container from the gas line and retest the system, which will show whether the problem is with the container or the line.

STEP 6: MAKE ONGOING TESTING PART OF EVERYDAY OPERATIONS

It's now time to decide the most efficient way for your company to maintain this important inspection requirement. The two most common methods I've seen in the field are to:

- Train all drivers on cathodic protection and have them test containers when they make deliveries. You will not have to send employees on return jobsite

visits, and once your delivery team is fully trained and caught up, this is often the easiest way to stay caught up. Because systems must be tested at installation, then again 12 to 18 months after installation, and then at least every three years thereafter, building testing into routine delivery visits helps ensure you don't miss the three-year recurrence.

- Train a few specialists who drive around focused specifically on cathodic testing. You will not have to buy as many cathodic test kits, and you can concentrate expertise in a smaller group of technicians.

Many companies struggle to get testing done even after they have the training and equipment in place. The biggest challenge is not understanding the requirements, but consistently executing them on schedule. Remember:

- Systems must be tested when installed.

- They must be tested again 12 to 18 months after that initial test.
- After that, they must be tested at intervals not to exceed 36 months.

Where companies often fall short is on that recurring three-year requirement. To avoid missing tests, cathodic protection cannot live on the back burner; it must be moved to the front and treated as a core, ongoing safety task rather than a "when we have time" project.

A robust tracking system is key. Some marketers still rely on "tickle files" or manual work orders (writing a work order to test a container in March 2027, then another for March 2030, and so on). This method is very manual and prone to problems: messy handwriting, lost paper, misplaced files or missing/noncompliant values that never get corrected. Others use spreadsheets to track due dates, but spreadsheets do not automatically alert you; a customer service representative or

MADE IN
USA SINCE
1948

TECH
PRODUCTS, INC.

VETERAN
OWNED
BUSINESS

The World's Most Durable Signs



- Quality Identification Products
- Tags & Decals
- Marker Flags
- Indestructible Signs
- Hazmat Compliance
- ASME Tank Labels



NOW OFFERING FREE CUSTOM ART ON SIGNAGE!



1-800-221-1311
www.techproducts.com
@TechProductsInc

**DECADES OF EXPERTISE.
TRUCKS BUILT FOR PERFORMANCE.**

Solutions. Experts. Quality. Support.



**Pacific
Truck Tank Inc.**
PETROLEUM AND PROPANE TRUCKS
a Tremcar USA division

Custom-built propane bobtails, Stellar LPG service trucks

- New trucks
- Refurbished trucks
- Repairs
- Switchovers
- Parts

Serving the West for over 40 years!

Preview our online truck gallery -
PacificTruckTank.com

7029 Florin-Perkins Rd
Sacramento, CA USA



**Call for a FREE quote
(800) 350-9030**

manager must remember to open the file, review dates and notice what is overdue. In practice, this step is often missed.

More than half of marketers don't track cathodic protection intervals at all; they test at installation and then have no structured plan to go back in the future. Leveraging a modern compliance or documentation platform that automatically alerts you when a test is due again can significantly reduce this risk and help ensure that repeat testing doesn't fall through the cracks.

STEP 7: RECOGNIZE THE REAL-WORLD CONSEQUENCES

Including cathodic protection testing as a routine, scheduled part of your operations is not just about checking a regulatory box; it is critical risk reduction for your customers and your company. An underground propane container without effective cathodic protection can corrode over time and ultimately leak. At

a minimum, that means a loss of product and costly remediation. At worst, it can contribute to a catastrophic incident.

When all cathodic protection tests are set in a row (initial test, 12- to 18-month follow-up and consistent three-year intervals thereafter), you dramatically reduce the likelihood of an incident. Think of this as preventive medicine for your container portfolio: small, scheduled checkups that catch issues like missing anode bags, expired anodes or missing dielectric pigtails before they can turn into something serious.

HOW TO GET STARTED

If you are ready to strengthen your program, consider partnering with a team that specializes in both cathodic protection software and propane safety training tailored to your state and jurisdiction. They will help you translate NFPA 58 requirements into practical workflows, equip your staff with field-

ready skills and implement a tracking system that keeps every underground container on schedule for testing and follow-up.

Making cathodic protection part of your everyday operations is ultimately about protecting people, property and your business for the long term. By pairing clear procedures with reliable documentation and consistent training, you can turn what often feels like a "procrastination task" into a routine, well-managed safety function that stands up to audits and real-world events alike. ▀

Brent Cammett is the director of safety and training services at P3 Propane Safety. Cammett can be reached at brent_cammett@bostonenv.com or p3propane.com.



PROPANE BOBTAILS

Have your new chassis delivered, or we can provide one and let us put together a cost-effective pumping platform, based on YOUR specifications. Every truck is built to order utilizing:

- Stainless steel rear deck,
- Stainless steel piping,
- Stainless steel toolboxes,
- Blackmer pump,
- MEC valves,
- BASE Engineering remote,
- SS Hannay hose reel,
- Liquid Controls metering,
- LED lighting systems, and
- Chip guard.

We can also provide custom paint and graphics.



North Collins, NY 14111 • USA • (800) 424-5564 • (716) 337-3760
www.renaldo.org • info@renaldo.org



Rural Computer
Consultants, Inc.

THE SOFTWARE BEHIND

SUCCESS

&

STORIES

#MakingPropaneSexy

rccbi.com | 320-365-4027

NFPA 58 RULES FOR FOOD TRUCKS THAT YOU NEED TO KNOW

As the mobile food industry grows, truck owners & employees should be well-informed on propane compliance standards to ensure safe operation

BY CARL WEEKS



On Sept. 14, 2023, the National Fire Protection Association (NFPA) introduced the 2024 edition of NFPA 58, including a new chapter on mobile food facilities. Seeing the need for more oversight, I am grateful to so many industry safety and technical advisors who spent years of their time and effort to develop a comprehensive safety standard for mobile food trucks. The new Chapter 16 applies to liquid petroleum gas containers, training, piping systems, materials and appliances, and their installation in mobile food facilities for purposes other than engine fuel.

The food truck industry has experienced tremendous growth in number and professionalism over the years and has evolved from construction site sandwich trucks to full-scale restaurants on wheels. Propane sales volumes and per-gallon profit margins have had a substantial positive impact on our industry. The outlook for future gallons is there for those who wish to take advantage of this growing market.

Unfortunately, years ago, NFPA 1 Code 50 and NFPA 96 — which is the

“Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations” and includes food trucks — put the “cart before the horse” and mandated codes that were not anticipated by our industry. Propane company representatives, truck fabricators, owners and operators, technicians, and state fire marshals and inspectors were not prepared for the new rules oversighting food trucks in their states and communities.

Those who may be critical of serving this industry have some legitimate concerns, but with any type of account, having knowledgeable, trained delivery drivers and technicians can overcome this reaction. The 2024 NFPA 58 Chapter 16 requires an annual inspection, including a pipe leak check, a trained certified owner or operator in the food truck whenever in operation and many other safety enhancements. NFPA 58 Section 16.8 requires all employees to receive refresher training every year. These regulations for food trucks go well beyond what is expected for your local “brick and mortar” restaurant.

With either venue, it is important that customer visits and periodic inspections be considered to ensure everything is up to compliance.

Though “mobile” in principle, my observation is that many food trucks find permanent locations to set up and only temporarily relocate to festivals and private events. This is consistent business that can be added to your delivery route and presents an opportunity for annual inspection revenue.

In Florida, we have many licensed independent mobile businesses that specialize in on-site recreational vehicle service and repair, generator service and installations, gas equipment appliance sales, and services that are not affiliated with a propane supplier. Consider reaching out to these independent companies to make them aware that the 2024 edition of NFPA 58 mandates that mobile food trucks have annual inspections and that opportunities exist to service this existing and growing market. Of course, it is up to the local authority having jurisdiction whether the codes are enforced.



ALESSANDRO BIASCIOLI - STOCK.ADOBE.COM

The investment in capturing this market is negligible. Most mobile food trucks either use permanently mounted ASME tanks or DOT cylinders that are owned, not leased. Though your company may not fill mobile food trucks, recreational vehicles or cylinders, it

is important that in any dispensing operation where you provide propane, customers have knowledge of the new rules and regulations and adhere to the same safety standards as your company.

Unlike industry associations, the mobile food truck community can be difficult to reach. They rely on propane suppliers to keep them informed of codes and laws. Many food truck workers' primary language is Spanish. To facilitate the smooth transmission of important safety and compliance guidance, find a reputable training services provider that offers virtual training courses in both English and Spanish. It's also important to work with a training service that offers skills and inspection evaluation documentation in multiple languages.

With resources such as live online seminars or virtual and on-site training, you can incorporate the necessary training and documentation to bring your food truck clients into compliance, as well as the tools for your technicians to perform and document the tasks in accordance with the latest NFPA 58 and NFPA 96 codes.

You can also consult with a training services provider for things like inspection forms, training certificates and employee skills evaluations to assist

food truck owners in NFPA refresher training compliance for their employees.

Training and documentation are paramount for ensuring food truck operators and employees, your technical personnel, independent contractors and your business follow the relevant NFPA standards. By working together and adhering to these NFPA codes, we can create a safe and profitable environment for all parties. Bon appetit. 🍴

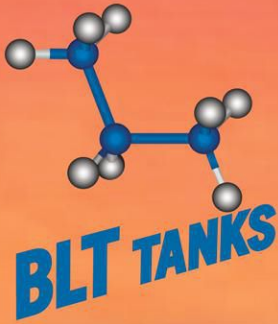
Carl Weeks is the owner of Propane Training Services, which he founded in Florida in 2009. Weeks brings more than 46 years of management experience to the propane industry. From 1979 to 2008, he held positions at Petrolane Gas Service, Superior/Skelgas and Heritage Propane, developing expertise and leadership in the field. Propane Training Services provides propane emergency response and safety training. Propane Training Services currently offers 21 live webinar continuing education courses and one virtual course. All courses come with documentation available to download. Contact Weeks at 941-915-0721 or at crweeks@verizon.net. Visit propanetrainingservices.com.



ADVERTISER INDEX

Advertiser	Page	
ADD Systems.....	21	NEXIO.....20
Alliance Energy Services.....	48	Nixon & Lindstrom Insurance.....49
American Standard Mfg.....	5	OPW Propane Energy Solutions: RegO/MEC.....BC
Anova.....	17	Otodata Technologies USA Inc.....1
Aultra Tank & Equipment.....	42	Pacific Truck Tank Inc.....52
Bergquist Inc.....	23	Propane Education & Research Council.....36, 45
BLT Tanks LLC.....	56	Quality Steel Corporation.....3
Cargas.....	7	Ray Murray Inc.....13
Cavagna North America.....	29	Renaldo Sales & Service Inc.....53
Fairview USA Inc.....	IFC	ROUSH CleanTech.....43
Gray, Gray & Gray LLP.....	51	Rural Computer Consultants.....53
H&H Sales Company.....	11	Tech Products Inc.....52
IPS Equipment Inc.....	41	TerraVest Industries.....28
Lock America Inc.....	51	TRIARC TANK.....25
Marshall Excelsior.....	16	Warm Thoughts Communications.....33
Metsa Tanks.....	9	Westmor Industries LLC.....44
Modern Home Products.....	47	Worthington Enterprises.....IBC

WE PURCHASE GOOD & JUNK TANKS IN LOAD LOTS NATIONWIDE



BLT Tanks LLC

800-753-5467

BLTTanks.com



420 lb Rebuilt ASME/DOT \$550

500 gal Rebuilt 80-2000+ \$1,775

250 gal Rebuilt 80-2000+ \$975

1,000 gal Rebuilt 80-2000+ \$3,050

All prices listed on our website are plus freight.

Selling & Refurbishing Propane Tanks Since 1994

100 % Family Owned, Operated, and Funded in the USA

We offer quality rebuilt, used, and new tanks at volume discounts to commercial customers. At BLT Tanks our customers are our priority, and that is as true today as it has always been.

CLASSIFIED ADVERTISING

Closing Dates: Insertion orders or deletions must be sent to Cahaba Media Group by the 8th of the month preceding issue date. Send all materials to lfranklin@cahabamedia.com or call 205-278-2875. Remittance must accompany order.

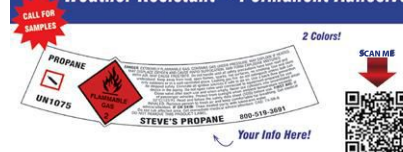
Display Classified: \$145 per col. inch, 1 time; \$125 per col. inch, 6 times; \$115 per col. inch, 12 times. Display type will be used for heading. Publisher will

set for maximum effect in space purchased.

Blind Box Replies: If a blind box Care of Butane-Propane News is used, add \$35 to regular ad rates. All replies to blind box number ads should be addressed to classified@bpnews.com or Butane-Propane News, P.O. Box 530067, Birmingham, AL 35253-0801. Please include dept. number of ad on envelope.

NEED PROPANE LABELS?

Weather Resistant • Permanent Adhesive



CUSTOM STICKERS

STEPHEN'S PROPANE
1-800-519-3691
www.MeterTicket.com

1 Color!

MONTH	YEAR	1 Color!
1 2	21 22	3 1/2" x 2" Rectangle
3 4	23 24	1,000 \$105
5 6	25 26	2,000 \$505
7 8	27 28	5,000 \$780
9 10	29 30	
11 12	31 32	

FREE SHIPPING!

Call us for all of your
Propane/LP Label Needs!
4 Mil Outdoor Weather
Proof Vinyl

**AMERICAN
BUSINESS FORMS
& ENVELOPES**

CALL US AT 1-800-519-3691
www.AmerBusForms.com

**To place your ad in our
classifieds section,
contact Landen Franklin
at lfranklin@cahabamedia.com.**



FAMILY OWNED • MIDWEST BASED • 60+ YEARS IN BUSINESS

NEW • USED • REFURBISHED



BOBTAILS



TRANSPORTS



STORAGE

CODE REPAIRS • REFURBISHING • TESTING AND INSPECTIONS • EXPERT ADVICE • COMPETITIVE PRICING

Email us at propane@arrowtank.com or call 888-892-7769 • www.arrowbobtails.com

**Propane and Refined Fuels Truck
Service Center and Sales**



**Propane
Bobtails**



**Refined
Fuels**



**Meter
Calibrations**
WI, MN, MI, IA



**Bulk
Storage**



**Standby
Systems**



**FELKER TRUCK AND
EQUIPMENT INC**

DALE, WISCONSIN
920-779-9826
www.felkertruck.com

**Connect
with BPN**



bpnews.com

World's Best Pier



1-800-626-1069

Shipping from Stanton, AL;
Marietta, PA

FOR SALE

36 Year Old
**BBQ Gas Grill /
Propane Dispensing
Business.**

Located in Vero Beach, Florida.
Serious Inquiries Only

Call 772-205-5236



TAURUS SYSTEMS, INC.
Your Fuel/Propane
Service **Software**



207-666-3167 • Taurus-Plus.com



**Sumter
Coatings™**

**PROTECT YOUR
INVESTMENTS**

www.sumtercoatings.com



GLOSS RETENTION | DURABILITY | COLOR RETENTION

Call for a distributor nearest you.
Toll Free **888-471-3400**

2410 Highway 15 South
Sumter, South Carolina 29150



SINCE 1980

**SETTING THE STANDARD
FOR AMERICAN
CRAFTSMANSHIP.**

CUSTOM BUILT PROPANE DELIVERY TRUCKS

Lin's
PROPANE TRUCKS

800-252-5467

2281 CEDAR ST
DIGHTON, MA



PROPANE BOBTAILS



TRANSPORT TRAILERS

**SINCE 1959, WE HAVE BUILT QUALITY
INTO EVERY ASPECT OF EVERY UNIT.**

JARCO.com

(888) 681-3660

***get noticed!*
ADVERTISE HERE**

F-RAMS
DESIGNED TO WORK FOR YOU.
TABLETS, SOFTWARE, CLOUD,
TERMINALS, CYLINDER FILLING

PO BOX 2964 GEORGETOWN TX 78627 / SUPPORT@F-RAMS.COM / 512.868.8101

CYLINDER VALVE SALE
Great pricing on OPD,
forklift & 100lb valves



**NORTHLAND GAS
EQUIPMENT, INC.**

Call or email us today for more information!
1-877-755-3065 • info@northlandgas.com

moveit inc.
Since 1999

**YankATank
Tank Roller
E-Moto Tank**

- » Less expensive
- » Safer
- » Faster
- » Easier
- » Professional

**YankAnUpright
Tank Inverter
PolyMinder**

**sales@moveitinc.com
moveitinc.com | 509.269.4632**

FOR SALE
New And Used Storage Tanks
3,000-90,000 gallon capacity

**Storage is
Essential!**

willwheaton@maibachenergy.com 717-475-8060, 717-898-0800



Daniel Quiroga Sacramento

Sales Manager

Metsa Tanks



How did you get your start in the propane industry?

I had just finished my college degree in mechanical engineering administration when I heard about an opportunity at Metsa as a sales representative. It immediately caught my attention, and that was the beginning of my career in the propane industry.

What do you think would surprise someone about the job you do?

Even though we are based in Monterrey, Mexico, we spend a significant amount of time in the U.S. and Canada visiting customers. I've been at Metsa for 11 years, and during that time I've boarded more than 650 flights in my career.

How would you advise someone new to the industry?

You can read all the standards, regulations and theories related to our industry, but the most valuable knowledge comes from getting out there and talking to people in the industry. Ask how things work, what challenges they face and how they think things could work better.

Who has been the strongest influence in your career?

I would say both my previous boss and my current boss, Robert Kenney, our CEO. However, I have also learned a lot from the people in this industry. Many of them have helped me grow into the position I'm in today, and I'm happy to now call many of them friends.

How would you describe your leadership style, and how do you believe it contributes to the success of your team and organization?

I would describe my leadership style as results-driven, hands-on and people-focused. I'm always open to new ideas, and I like to support my team not only professionally, but personally as well. I care about my team, and my approach has always been — and will continue to be — honest and fair.

What or who motivates you?

My family. Being able to provide for my family, watch my

children grow and create meaningful experiences together is truly priceless. Beyond that, I've always enjoyed helping others, and my job gives me the opportunity to offer solutions and add value to our customers' supply. Knowing that what I do matters and has a positive impact on our industry motivates me as well.

What's your funniest or favorite work memory?

Here's a funny one, although maybe not my favorite. During a trip to Jackson Hole for the Rocky Mountain Propane Association, we went snowmobiling for the first time. Apparently, we broke the record for the most crashes in one trip. After that, everyone knew who we were, so I guess it was worth it.

How do you maintain a healthy work-life balance while pursuing your goals and ambitions within the environment of the propane business?

To be honest, it's something I'm still working on. The best thing that works for me is keeping a well-organized calendar where I can see both my work and personal appointments and meetings. I also start every week by making a to-do list and setting priorities.

What's the best compliment you've ever received?

Being recognized as part of the propane industry's 30 Under 30 program meant a lot to me. Beyond that, my customers often tell me how responsive I am to their requests and how much they appreciate that I listen to their suggestions in order to improve our products, processes and service.

How would you spend an unexpected day off?

Probably playing a sport with friends in the morning, preferably basketball or padel. Then I'd have lunch with my family and take my kids to the park. At night, I'd watch a movie with my wife and order sushi or pizza. Although, if I'm being completely honest, it would probably involve having a few beers and watching a basketball or football game. 🍷



Your Complete Propane Portfolio, Now Even Stronger

Expanded capabilities. Same trusted standard.

New and refurbished propane tanks, delivered through one partner.
Backed by the same people, relationships, and standards that have always
defined Worthington Enterprises.



Looking for a propane partner who has it handled? Contact us today.
worthingtonenterprises.com/propane | +1.614.438.3013



RegO® Presto-Link® – Fast, accurate testing

The Presto-Link Bluetooth device communicates with the RegO app to allow for pressure readings to be obtained on your mobile device. The result is a safe, secure, efficient and cost-effective way for on-site service personnel to obtain pressure readings to assist with fine tuning and troubleshooting a propane vapor system.

- Bluetooth connection thru an Android or Apple Device
- Lightweight & compact design
- Battery percentage indicator
- 1.5 times overpressure protection
- Bluetooth connection up to 100' range allows for troubleshooting and adjustment to systems while recording the pressure
- Visual indicator for pressure settings; Red casing indicates a high-pressure device and black casing indicates a low-pressure device

Convenient and easy to use...

Download it for FREE!



Scan here to
download the
RegO App Today!



Excelsa-Wynd®

This is what Innovation Looks Like

Learn how the MEC Excelsa-Wynd Hose Reel can increase your bobtail driver's productivity while also reducing comp claim injuries and fatigue by scanning the adjacent QR code.

- Adjustable Speed for increased delivery efficiency & safety
- Auto-Wind to suit driver preference and seasonal conditions
- Auto-Push feature takes the starting hose pull effort off the driver
- Reduced Pull Effort - the gimbal roller assembly makes even tough side pulls painless
- Remote Control with BASE Engineering PC3 or ASK technology
- Designed for minimal maintenance and ease of serviceability



Scan here to learn
more about
Excelsa-Wynd Today!